
UNIVERSITI SAINS MALAYSIA

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JUE 401 – Bahasa Inggeris IV

Masa : 1 jam

Before you begin this paper, note that the booklet contains TWELVE printed pages.

Hand in this booklet together with the OMR answer sheet. Disciplinary action will be taken against students who fail to hand in the question paper.

Answer ALL questions in this booklet.

Use a 2B pencil to shade your answers on the OMR answer sheet.

Please check that your index number is written and shaded correctly by using a 2B pencil. Failure to do this will result in your paper being **not graded**.

Reminder to Chief Invigilator

Please collect all OMR answer sheets and all test booklets.
Return them to Bahagian Peperiksaan USM.

SECTION 1 – LISTENING

Choose the most appropriate answer.

1. Effective communication takes place when
 - A. the speaker speaks at the appropriate time.
 - B. the listener needs to listen carefully.
 - C. both the speaker and the listener take turns to speak.
 - D. both the speaker and the listener speak at the same time.

2. During listening, full concentration is required to
 - A. evaluate a speaker's physical actions.
 - B. analyse a given message correctly.
 - C. carry out instructions.
 - D. respond to the needs of the speaker.

3. Research shows that successful people owe their success to having
 - A. discovered the secret of learning.
 - B. mastered the art of listening.
 - C. improved their speaking skills.
 - D. changed their outlook.

4. We use the term “.....” for people who refuse to listen by ignoring the speaker and his message.
 - A. total tune out
 - B. total tune on
 - C. total tune over
 - D. total tune down

5. Total listening involves all of the following EXCEPT
 - A. interpreting the given messages.
 - B. probing the stated issues.
 - C. coming up with solutions.
 - D. discarding the recommendations.

6. When we compare listening to hearing, we find that listening is more
- A. simple and complex.
 - B. simple and easier.
 - C. complex and harder.
 - D. complex and easir.
7. Listening unlike hearing,
- i. needs deep mental concentration.
 - ii. needs great patience.
 - iii. involves processing messages.
 - iv. involves what other people are saying.
- A. i, ii, iii
 - B. i, ii, iv
 - C. ii, iii, iv
 - D. all of the above
8. You listen to friends who are in trouble with concern. This type of listening is called
- A. emphatic listening.
 - B. appreciative listening.
 - C. critical listening.
 - D. comprehensive listening.
9. When listening to music, you may respond by dancing, and this type of listening is called
- A. emphatic listening.
 - B. appreciative listening.
 - C. critical listening.
 - D. comprehensive listening.
10. You use your partial listening skill for
- i. informal gatherings
 - ii. activities with family members
 - iii. conferences
 - iv. social functions

- A. i, ii, iii
- B. i, iii, iv
- C. i, ii, iv
- D. all of the above

11. Interference makes listening difficult because it

- i. distracts the listener into thinking of something else.
- ii. makes the given message clear.
- iii. distracts the listener's concentration.
- iv. affects the listener's comprehension.

- A. i, ii, iii
- B. i, iii, iv
- C. ii, iii, iv
- D. all of the above

12. A listener's concentration is affected by the following internal interferences EXCEPT

- A. depression
- B. tiredness
- C. backache
- D. smoke

13. You need to study the non-verbal body language communication because certain gestures by an ethnic group give connotative meanings.

- A. simple
- B. complex
- C. different
- D. difficult

14. In business, it is important to know how to project abody language.

- A. stiff
- B. formal
- C. frank
- D. positive

15. The private sector places great importance in training its staff on body language to enable them to
- i. interact daily with others.
 - ii. deal with clients
 - iii. negotiate a deal.
 - iv. sign contracts
- A. i, ii, iii
 - B. i, iii, iv
 - C. ii,iii,iv
 - D. all of the above
16. All of the following are considered non-verbal body language EXCEPT
- A. eye contact
 - B. sitting positions
 - C. innuendos
 - D. body smell
17. A person's ability to process explicit or implicit messages depends on language
- A. interference
 - B. interest
 - C. proficiency
 - D. needs
18. You need to be mentally alert during discussions because most speakers think in apattern.
- A. simple
 - B. linear
 - C. straight
 - D. non-linear
19. Speakers and writers use analogies to explainconcepts.
- A. direct
 - B. unfamiliar
 - C. explicit
 - D. simple

20. The following critical thinking strategies are used in critical listening EXCEPT
- A. accepting given information.
 - B. questioning what is spoken or heard
 - C. listening with no preconceived ideas
 - D. reaching a decision after evaluating the facts
21. You are said to be listening critically when you are aware of
- i. logical reasoning
 - ii. bias
 - iii. prejudice
 - iv. emotional language
- A. i, ii, iii
 - B. ii, iii, iv
 - C. i, iii, iv
 - D. all of the above
22. When you are listening to a talk on how to avoid stress and heart attack, you need to listen for the
- A. main ideas
 - B. main ideas and details
 - C. details
 - D. conclusions
23. If you are listening to a public talk, you need to listen for
- A. details
 - B. conclusions
 - C. main idea and details
 - D. main ideas
24. The following techniques are used by the bandwagon propagandist EXCEPT
- A. focusing on common loyalty
 - B. using flattery to arouse fear and suspicion
 - C. convincing the masses of his pitiful state
 - D. using symbols, headbands and speeches to appeal to the crowd

25. Propaganda techniques that are used to boostare not considered bad.
- A. self-esteem
 - B. productivity
 - C. creativity
 - D. changes

SECTION 2 – SPEAKING

26.style is used when presenting academic papers.
- A. Consultative
 - B. Formal
 - C. Casual
 - D. Literary
27. Using slang to get your message across to your listeners is calledstyle.
- A. consultative
 - B. formal
 - C. casual
 - D. literary
28. Literary style requires all of the following EXCEPT
- A. formal format
 - B. wishful thinking
 - C. advanced planning
 - D. research
29. An effective speaker must give due considerations to the listener's.....
- i. emotional attitudes
 - ii. personal goals
 - iii. beliefs
 - iv. prior knowledge
- A. i, ii, iii
 - B. i, iii, iv
 - C. i, ii, iv
 - D. all of the above

30. When you are seeking cooperation from your subordinates, you are using thestyle.
- A. intimate
 - B. literary
 - C. consultative
 - D. casual
31. In order to get the right response from the audience, the speaker must choose the right
- i. place
 - ii. time
 - iii. message
 - iv. volume
- A. i, ii, iii
 - B. ii, iii, iv
 - C. i, ii, iv
 - D. all of the above
32. is subject to changes according to the temperament and beliefs of the people.
- A. A by-law
 - B. A statute
 - C. Constitution
 - D. Etiquette
33. Knowing the proper way of addressing people shows that you
- i. are a polite speaker.
 - ii. are well brought up by your parents.
 - iii. are subservient to those whom you greet.
 - iv. have self-respect.
- A. i, ii, iii
 - B. ii, iii, iv
 - C. i, ii, iv
 - D. all of the above

34. As a personnel manager, it is important that you introduce a new ranking staff to a ranking officer first.
- A. lowerlowest
 - B. lowerhigher
 - C. higherhighest
 - D. higherlower
35. The expression “ I’m very happy to see a large turn out of members this evening “ is often used for
- A. greeting the audience.
 - B. acknowledging the audience.
 - C. inviting the audience
 - D. introducing the audience.
36. Giving reflects your warm relationship with others.
- A. praises
 - B. acknowledgement
 - C. invitation
 - D. remarks
37. The expressions “ I would greatly appreciate if you could chair the next meeting. Your advice and experience are most invaluable to us “ are examples of
- A. upward communication
 - B. downward communication
 - C. horizontal communication
 - D. vertical communication
38. When praising and complimenting a person, you should do the following EXCEPT
- A. mention the person’s hard work.
 - B. smile to show sincerity.
 - C. show you mean what you say by looking at the person.
 - D. speak loud and fast without any expression.
39. You show respect to people giving praises and compliments by
- A. agreeing with them.
 - B. keeping quiet.
 - C. thanking them.
 - D. just smiling.

40. Before criticizing, you need to
- i. ask for clarifications.
 - ii. use others' opinions.
 - iii. separate facts from generalizations.
 - iv. check the facts for accuracy.
- A. i, ii, iii
 - B. ii, iii, iv
 - C. i, ii, iv
 - D. i, iii, iv
41. When looking at criticisms positively, you should do the following EXCEPT
- A. realize that no one is perfect.
 - B. accept unfair criticisms.
 - C. separate personal prejudice.
 - D. evaluate the truth of the criticisms.
42. Which language expression for criticism is acceptable ?
- A. "This is the second time you've made a mistake. What's happening?"
 - B. "You're so inefficient. You've missed many important meetings."
 - C. "You're wrong. You went on medical leave without telling us."
 - D. "You 're being rude. You should have listened to the customer first."
43. You can make criticisms at your workplace if you are
- i. getting things done efficiently.
 - ii. putting things right.
 - iii. improving your subordinate's attitude.
 - iv. showing off your superiority.
- A. i, ii, iii
 - B. i, iii, iv
 - C. i, ii, iv
 - D. all of the above

44. You shouldwhen making a public announcement.

- i. introduce yourself.
- ii. welcome your audience.
- iii. read the announcement.
- iv. speak naturally.

- A. i, ii, iii
- B. ii, iii, iv
- C. i, ii, iv
- D. i, iii, iv

45. You begin a speech by giving

- A. illustrations
- B. quotations
- C. greetings
- D. examples

46. The type of speech that you are delivering depends on the occasion's

- i. audience
- ii. VIPs
- iii. venue
- iv. objectives

- A. i, ii, iii
- B. i, iii, iv
- C. i, ii, iv
- D. all of the above

47. You should be when delivering your speech.

- A. happy
- B. blunt
- C. positive
- D. enthusiastic

48. A speaker when delivering his speech should do the following EXCEPT.....
- A. avoid eye contact with his audience.
 - B. pause to monitor his audience's reaction.
 - C. react to his audience.
 - D. put his message across clearly.
49. For any speech presentation, you must arrive early to
- i. check that the venue is right.
 - ii. meet the audience
 - iii. arrange your notes orderly.
 - iv. ensure the microphone is at a proper height.
- A. i, ii, iii
 - B. i, iii, iv
 - C. i, ii, iv
 - D. all of the above
50. Which of the following statements about delivering an announcement is FALSE ?
- A. You must pause at the right places.
 - B. You must speak in a moderate tone, volume and speed.
 - C. You must pay little attention to body language.
 - D. You must be easily heard and be immediately understood.