



**UNIVERSITI KUALA LUMPUR**

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**FINAL EXAMINATION  
JANUARY 2016 SEMESTER**

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**SUBJECT CODE : WED 10402**  
**SUBJECT TITLE : COMPETENCY ENGLISH**  
**LEVEL : DIPLOMA**  
**DURATION : 2.00 PM – 4.00 PM  
(2 HOURS)**  
**DATE : 19 MAY 2016**

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**INSTRUCTIONS TO CANDIDATES**

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- 1. Please read the instructions given in the question paper CAREFULLY.**
  - 2. This question paper consists of TWO (2) sections.**
  - 3. Answer ALL questions.**
  - 4. Write your answers in the ANSWER BOOKLET PROVIDED.**
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**THERE ARE 10 PAGES OF QUESTIONS EXCLUDING THIS PAGE.**

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**INSTRUCTION: Read the following passage and choose the best answer.**

*You are advised to spend 30 minutes on this task.*

Questions 1 to 10 are based on the following passage and illustration.

### **Malaysia Average Turnover Rate for Executive**

- 1 According to Malaysian Employers Federation (MEF), Malaysian companies are seeing an attrition rate of unemployment between 9.6% and a *phenomenal* 75%, based on its survey conducted on executive positions between June 2010 and July 2011, on 143 companies across the various sectors in the country. *This amounts to additional costs for employers as they have to recruit new staff to replace those who leave.*
- 2 Based on studies carried out by the Malaysian Employers Federation (MEF), the average yearly turnover rate of executives was the highest in the non-manufacturing industry, in particular in the IT and Communications industry. For the period of June 2010 to July 2011, the IT and Communications industry saw an average annual turnover rate of 75.72%. This figure surpasses the highest average annual turnover rate in the manufacturing industry, specifically Basic & Fabricated Metallic Products, which saw a turnover percentage of 23.88%. Studies were carried out on eight types of industries under manufacturing while eleven types of industries were studied under non-manufacturing.
- 3 In a study (Figure 1) by AON Hewitt (a human capital consulting and outsourcing firm) titled 'APAC Year on Year Attrition Rate (2009-2011)', Malaysia was placed sixth in the Asia-Pacific in 2011 for staff turnover with a 15.9% attrition rate. The study places *us* behind China (24.4%), Australia (19%), India (18.6%), Hong Kong (16.3%) and Indonesia (16.1%). Clearly, the job-hopping trend is not limited to Malaysia.

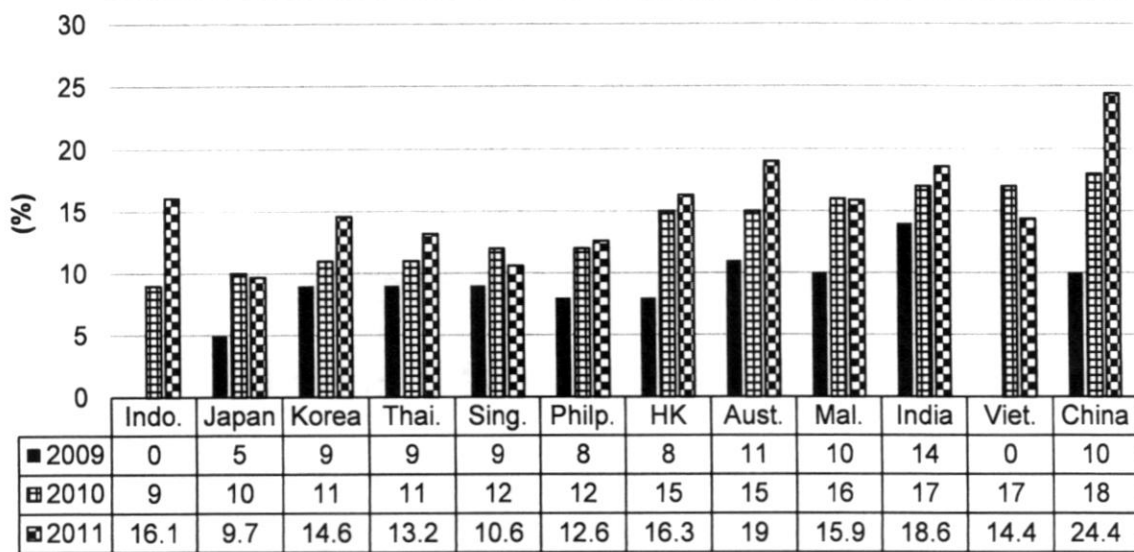


Figure 1: APAC Year on Year Attrition Rate (2009 - 2011)

- 4 According to Kelly Services Marketing Director for Singapore and Malaysia, Jeannie Khoo, this trend is predominantly seen in Gen Y, and no, it is not always just about the money. "For the Gen Y-ers, they have to find meaning in their work. They must have a work-life balance, and they are not willing to go all out if it affects their me-time. Some employers will say that their staff is demanding, and that they want to work from home. But with technology advancing, and gen Y mastering the technology aspect very well, is it possible today? I say it is" 25
- 5 So where does company loyalty fit in for the Gen Y-ers? One job-hopper has to say, "I think it is really hard for companies to get loyalty today as it is really not just about the money. If it was, they will only be hiring *mercenaries*". 30

Adapted from *The Star*, 19 February 2012

1. Attrition rate has risen steadily in the Asia-Pacific region from 2009 to 2011.
  - A. True
  - B. False
  - C. Not stated

2. Job-hopping has not reached a critical level in Malaysia as it is ranked sixth out of twelve countries in the Asia-Pacific region.
- True
  - False
  - Not stated
3. The word *phenomenal* (line 2) can be replaced by
- ordinary
  - popular
  - exceptional
  - average
4. From the statement, "*This amounts to additional costs ... those who leave*" (line 5), we can infer that
- the employers face financial problems in dealing with staff turnover.
  - the employers have to bear more costs for new staff recruitment.
  - the employees who leave receive additional payment.
  - the employees who leave need to pay their employers.
5. The main idea of paragraph 2 is
- the studies were carried out by MEF for the period of June 2010 to July 2011.
  - there are more jobs for executives in the non-manufacturing sector than in the manufacturing sector.
  - the highest demand for executives in Malaysia is in the IT/Communication sector.
  - non-manufacturing industries had a higher turnover than manufacturing industries.
6. Based on the data given, which country recorded the highest percentage increment of attrition rate from 2010 to 2011?
- Indonesia
  - Korea
  - Australia
  - China

7. In line 19, *us* refers to
- A. Malaysian Employers Federation (MEF)
  - B. executives
  - C. AON Hewitt
  - D. Malaysia
8. Which of the following describe the Gen Y-ers?
- I they want to find meaning in their work
  - II they job-hop because of money
  - III they are willing to go all out if it affects their me-time
  - IV they master the technology aspects very well
- A. I and II only
  - B. II and III only
  - C. III and IV only
  - D. I and IV only
9. The word *mercenaries* (line 33) means
- A. philanthropists
  - B. opportunists
  - C. competitors
  - D. volunteers
10. From the last two paragraphs, we can infer that
- A. Companies have to give due recognition to the talents of Gen Y executives as they are the one who tend to job-hop.
  - B. Gen Y-ers are mercenary in demanding better and more flexible working conditions.
  - C. Gen Y-ers get satisfaction if they achieve a work-life balance.
  - D. Company loyalty means the employees stay because of money.

Questions 11 to 20 are based on the following passage.

- 1 Procrastination is the habit of putting off doing tasks to the last possible minute. It can be a major problem in both career and your personal life. The effects of procrastination include missed opportunities, frenzied work hours, resentment and guilt. There are many reasons why people procrastinate. Therefore, you may not always procrastinate for the same reason. 5
- 2 Stress is a major cause of procrastination. When you feel stressed, worried, or anxious, it is hard to work productively. Therefore, in certain situations, procrastination works as a coping mechanism to keep your stress levels under control. A wise solution is to reduce the amount of stress in your life whenever possible. This will allow you to spend more time working because you want to and not because you have to. One of the simplest ways to reduce stress is to make more time for rest and recreation. 10
- 3 In his book, *The Now Habit*, Dr. Neil Fiore suggests that making time for guaranteed fun can be an effective way to reduce stress and overcome procrastination. Decide in advance what blocks of time you will allocate each week to family activities, entertainment, exercise and personal hobbies. Then schedule your work hours using whatever time is left. This can reduce the urge to procrastinate because your work will not encroach on your leisure time. Therefore, you do not have to put off doing work in order to relax and enjoy life. 15 20
- 4 According to Benjamin Franklin, the optimal strategy for high productivity is to split your days into three segments – one third for work, one third for play, and one third for rest. Once again, the suggestion is to guarantee your leisure time. Consider your work time and your play time as equally important and do not allow one to intrude upon the other. 25
- 5 Sometimes you may have more tasks assigned to you than you can reasonably complete. This may cause you to feel overwhelmed and weighed down. Consequently, you may procrastinate when you can least afford to. Think of it as your brain refusing to cooperate with a schedule that you know is unreasonable. In this case, the message is that you need to stop, reassesses your true priorities, and simplify your work schedule. 30

- 6 If you feel overwhelmed by the amount of work you have to do, the best way to deal with the problem is to reduce your "to-do" list. First, review and shorten your list of "to-dos". When you do this, remove the most unimportant tasks and retain those that provide real value. Second, delegate tasks to others as much as possible. Ask for extra help if necessary. Third, negotiate with others, to free up more time for you to do what is really important. If you happen to have a job that overloads you with more work than you feel is reasonable, it is up to you to decide if it is worthwhile to continue working in that situation. Studies have shown that the optimal work week for most people is 40 to 45 hours. Working longer hours than this actually has such an *adverse* effect on productivity and motivation that less real work gets done. This is especially true for creative work. 35 40
- 7 Another reason you tend to procrastinate is because you feel *too physically or emotionally drained to work*. When you feel tired and weary, even simple tasks seem like too much work because you just do not have enough energy to do the job. If you blame the task for being too difficult or tedious, you will procrastinate to conserve energy. But the longer you do this, the more your resolve will weaken, and your procrastination habit may soon cause you to spiral towards depression. Feeling weak and unmotivated should not be your norm, so it is important to disrupt this pattern as soon as you become aware of it. One answer is exercise, as it helps raise your energy level. When your energy level is high, tasks will seem easier to do and you will be motivated to complete them. 45 50

*Retrieved from: <http://www.procrastination/pavlina.html>*

11. What does a *wise solution* in line 9 refer to?
- A. A coping mechanism to keep your stress level under control.
  - B. Reduce the amount of stress in your life whenever possible.
  - C. Spend more time working because you want to and not because you have to.
  - D. To make more time for rest and recreation.
12. What does *adverse* (line 42) mean as used in the passage?
- A. positive
  - B. undesirable
  - C. advanced
  - D. reversed
13. Based on its use in paragraph 7, it can be inferred that *feeling too physically or emotionally drained to work* belongs to the following symptoms EXCEPT
- A. inattentiveness
  - B. lack of motivation
  - C. physical fatigue
  - D. hyper active
14. The following steps are the methods suggested by Dr. Neil Fiore to reduce stress and overcome procrastination EXCEPT
- A. allocate some time doing family activities.
  - B. arrange your time using whatever time is left.
  - C. put aside work and take your time to relax and enjoy life.
  - D. allocate some time to do your pastime.
15. Which of the following statements is the reason why the author says that making time for guaranteed fun will help reduce stress and prevent procrastination?
- A. Your work will not encroach on your leisure time.
  - B. You will not feel overwhelmed and weighed down.
  - C. You will have enough energy to do the job.
  - D. Do leisure activities.



16. What is the main idea of paragraph 6?
- A. If you feel overwhelmed by the amount of work you have to do, the best way to deal with the problem is to reduce your "to-do" list.
  - B. If you happen to have a job that overloads you with more work than you feel is reasonable, it is up to you to decide if it is worthwhile to continue working in that situation.
  - C. Free up more time for you to do what is really important.
  - D. Remove the most unimportant tasks and retain those that provide real value
17. Why is it not advisable to work 50 to 60 hours per week?
- A. It will make someone feels the work is unreasonable.
  - B. It will cause someone to feel hopeless.
  - C. It will affect someone's productivity and demotivate him or her to get works done.
  - D. It is only suitable for creative people who do creative work.
18. Choose the main reason why we tend to procrastinate when we feel tired or unenergetic?
- A. To avoid from doing difficult or tedious job.
  - B. To prevent overuse of energy.
  - C. To find time to exercise so that the energy level can be raised up.
  - D. To prevent you from doing the tasks that you dislike
19. What is one solution to this problem?
- A. Workout
  - B. Sleep and rest
  - C. Spend more time with family and friends.
  - D. Do leisure activities.
20. A suitable title for this passage could be
- A. Procrastination
  - B. Procrastination habit among people
  - C. The causes of procrastination.
  - D. The causes of procrastination and the ways to overcome.

**SECTION B (80 marks)**

Question 1 (30 marks)

*You are advised to spend 40 minutes on this task.*

The following visuals (Figure 2 & Table 1) present the results where Malaysians go to get their coffee fix and what they like or dislike about their favourite coffee outlet. Write a report linking the information provided in the two visuals. **You should write between 150 to 200 words.**

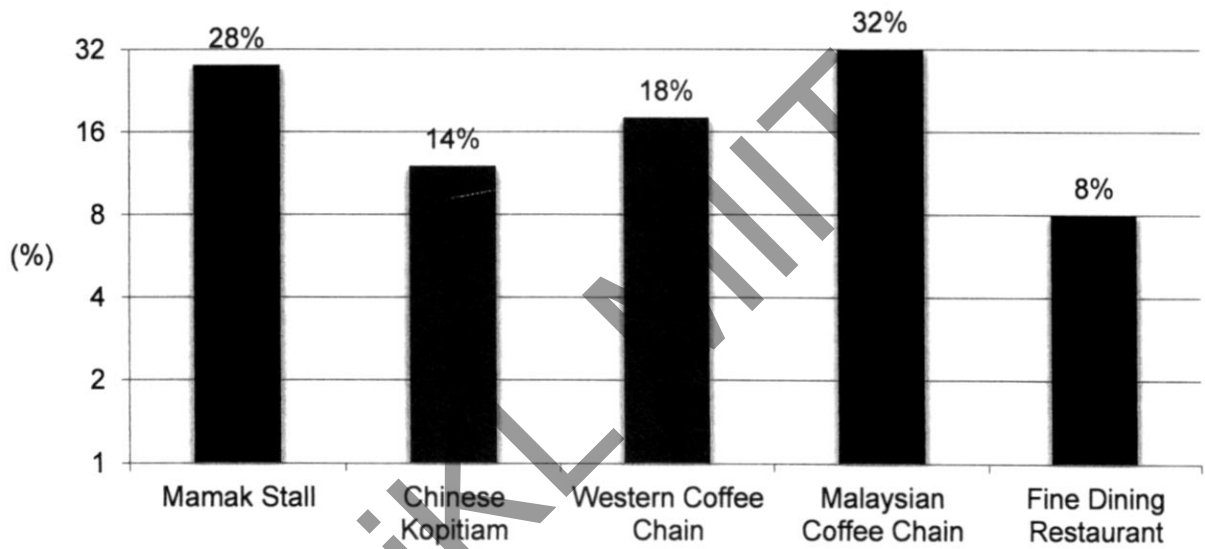


Figure 2: Favourite Malaysian Coffee Outlets

Table 1: Characteristics of Malaysians favourite coffee outlet

Coffee Outlets	Characteristics of Malaysians favourite coffee outlet (Ranking : 1-6, 1 being the most favoured)					
	PRICE	TASTE	VARIETY	AMBIENCE	LOCATION	SERVICE
Mamak Stall	1	3	4	4	2	2
Chinese Kopitiam	1	4	5	4	6	3
Western Coffee Chain	6	3	3	1	5	3
Malaysia Coffee Chain	1	1	3	4	2	3
Fine Dining Restaurant	6	5	5	1	5	3

Question 2 (50 marks)

*You are advised to spend about 50 minutes on this task.*

Holding a part-time job while studying disrupts a student's studies. What is your view?

Discuss. **You should write at least 350 words.**

**END OF QUESTION PAPER**