University of Kelaniya - Sri Lanka  
Centre for Distance and Continuing Education  
Faculty of Humanities & Social Sciences  
Bachelor of Arts (General) Degree First Examination - External 2012/13  
January/ February - 2016

ENGLISH

E 1014 - English for Communication

Index No.:..............................

No. of questions : 05  
Time : 02 hours

Answer all the questions on this paper.

<table>
<thead>
<tr>
<th>Question No.</th>
<th>MARKS</th>
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<tr>
<td></td>
<td>First Examiner</td>
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<tr>
<td>I</td>
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<td>TOTAL (100%)</td>
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</tbody>
</table>
English for Communication: ELTU E1014

2015

No of questions: 05
Duration: 2 hours

Answer all questions on this paper. (100 marks)

I. Grammar (20 marks)

1. The Pinnawala Elephant Orphanage is _______ northwest of the town of Kegalle.
   i. situated
   ii. situate
   iii. situation

2. The train to Kandy _______ every three hours.
   i. leaves
   ii. leave
   iii. leaf

3. How _______ students have registered for the external degree in 2015?
   i. much
   ii. many
   iii. any

4. I would be delighted to _______ lunch with you.
   i. had
   ii. have
   iii. has

5. On average, a nuclear power plant _______ generates 20 metric tons of used nuclear fuel, classified as high-level radioactive waste.
   i. annual
   ii. annuals
   iii. annually

6. Prabath does not study hard, _______ he still is able to obtain very good grades at the exams.
   i. so
   ii. but
   iii. because

7. Mala was not at home. She has _______ to the library.
   i. go
   ii. gone
   iii. went
8. You have _______ a lot of books recently.
   i. buy
   ii. bought
   iii. buyed

9. The world has now moved from the information era to the imagination era where human _______ is the cutting edge factor for success.
   i. creation
   ii. creativity
   iii. creative

10. I'm hungry, can I have _______ sandwiches please?
   i. some
   ii. many
   iii. any

11. In most instances a presentation is defined as a short, unidirectional communication that _______ from the presenter to the audience.
   i. go
   ii. goes
   iii. going

12. My mother is buying some _______.
   i. pish
   ii. fish
   iii. pis

13. Nelson Mandela _______ education claims that it ‘is the most powerful weapon which you can use to change the world’.
   i. discussing
   ii. discuss
   iii. discussed

14. Hemal: _______ is your brother?
    Pathum: He is great, thanks for asking.
   i. Why
   ii. How
   iii. Where

15. Mr. Perera woke up in the middle of the night. He could hear _______ in his garden.
   i. anyone
   ii. anything
   iii. someone
16. This question is ________ difficult for me.
   i. to
   ii. two
   iii. too

17. She doesn't like ________ television.
   i. looking
   ii. washing
   iii. watching

18. This communication centre ________ be a book-shop a few years ago.
   i. used to
   ii. used
   iii. use to

19. Can you walk a little faster? I'm ________ a hurry.
   i. at
   ii. of
   iii. in

20. I was a bit worried because I thought I might ________ my train.
   i. miss
   ii. missed
   iii. lose

II. **Reading Comprehension**
   Read the passage and answer the questions given below. (20 marks)

Communication is defined as the exchange of information, ideas, feelings and thoughts. Evidence indicates that communication skills are what mainly helped humans evolve beyond other species and develop into the advanced societies of earth today. English has been widely accepted as the dominant language used for communication in the world. It is cited as the major language of international business, diplomacy and science. It is the prime means of communication, and can often serve as the global language between two people from two different cultures, where English is not the native tongue.

Today private sector organizations are in search of the most suitable graduates for executive posts and mere subject knowledge won't guarantee one a good job. The recruits very often have to deal with the global clientele directly. Thus graduates are not considered employable when they only possess the necessary qualification, learning attitude and expertise in the field where they want to seek employment. The reality is that companies consider the candidate's ability or inability to communicate fluently in English as one of the major selection criteria. Poor English communication skills in employees is the most frequently cited cause of discontent within organizations and it would be reasonable to expect that most employers are seeking to appoint people with good communication
skills. It is no surprise, then, that people often cite "excellent communication skills" as one of their key qualities on their CV.

Research findings indicate that personnel in private organizations usually spend 75 percent of their daily working time on communication through the four skills in English: writing, reading, listening, and speaking. Effective communication skills in English are essential for the success of an organization. A recent newspaper report said that of every hundred interviews, only five candidates qualified for employment. It is not that they lacked in educational qualifications, but they lacked communication skills. Communication skills are as important as academic qualifications for graduates aiming at a bright career. Poor communication skills, low confidence levels and improper body language have bad results in the job race.

A good command in English plays a vital role in the recruitment process. Effective communication centers round the usage of words, speed of delivery of words, and body language. Using the right tools to communicate the right message at the right time can salvage a crisis and motivate people to work towards success. Thus it is high time to accept the importance and necessity of possessing good communication skills with a professional degree.

Source: Adapted from

A. Answer the following questions.

1. What played a main role in the development of mankind? (2 marks)

2. Why is English the dominant language used for communication in the world? (2 marks)

3. Name four main requirements which make graduates employable? (2 marks)

4. To win the job race name two qualities, other than good communication skills, a graduate should possess. (2 marks)

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5. Write two things you would do to develop effective communication skills. (2 marks)

B. State whether True or False in questions 6-10. Circle your answer. (1 mark)

   True          if the statement agrees with the information given in the text
   False         if the statement disagrees with the information given in the text

6. English is the most used language for international communication. True / False

7. Subject knowledge is the only criterion required to find a good job. True / False

8. Less than half of the daily working time is spent on communication. True / False

9. Only five out of 100 applicants for jobs are selected for employment. True / False

10. Body language too is an effective device in communication. True / False

C. Match the Meanings given in the box below with the Words in questions 11-16. The first one is done for you. (1 mark)

a) The exchange of information, ideas, feelings and thoughts.
b) The act of saving something
c) More important and powerful than most or all others
d) The group of people who are regular customers at a particular business
e) A feeling of unhappiness or disapproval
f) Personnel who have recently joined a company, organization, etc.

<table>
<thead>
<tr>
<th>Question #</th>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.</td>
<td>Communication</td>
<td>a</td>
</tr>
<tr>
<td>12.</td>
<td>Dominant</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Recruits</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Clientele</td>
<td></td>
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<tr>
<td>15.</td>
<td>Discontent</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Salvage</td>
<td></td>
</tr>
</tbody>
</table>
III. Graphical Description

Describe the following graph on the percentages of boys and girls who were successful in their Advanced Level exams in selected subjects during the period 2012 to 2014.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Boys %</th>
<th>Girls %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Science</td>
<td>42.10</td>
<td>56.30</td>
</tr>
<tr>
<td>Mathematics</td>
<td>48.40</td>
<td>49.20</td>
</tr>
<tr>
<td>Languages*</td>
<td>46.80</td>
<td>47.40</td>
</tr>
<tr>
<td>Geography</td>
<td>20.10</td>
<td>30.40</td>
</tr>
<tr>
<td>History</td>
<td>22.90</td>
<td>25.60</td>
</tr>
<tr>
<td>Chemistry</td>
<td>14.10</td>
<td>30.20</td>
</tr>
<tr>
<td>Physics</td>
<td>34.60</td>
<td>36.70</td>
</tr>
</tbody>
</table>

* Includes National languages (Sinhala, Tamil, English), Classical Languages (Arabic, Pali, Sanskrit) and Foreign Languages (Chinese, Malay, French, Russian, Hindi, Japanese)

Look at the graph and complete the following model answer by writing a word taken from the box given below in each space.

<table>
<thead>
<tr>
<th>16%</th>
<th>56.3%</th>
<th>best</th>
<th>differences</th>
<th>equal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geography</td>
<td>higher</td>
<td>however</td>
<td>performed</td>
<td>statistics</td>
</tr>
</tbody>
</table>

Model answer

The graph shows the percentages of boys and girls who were successful who were successful in their Advanced Level exams in selected subjects during the period 2012 to 2014.
Overall, students of both sexes (1) ................................... best in Computer Science, Mathematics, and Languages. Results for boys and girls were roughly (2) ................................... in Languages and Mathematics. In other subjects, (3) ................................ there were some significant (4) ......................... . Girls achieved their (5) ................................ results in Computer Science, with a pass rate of (6) ......................... which was (7) ................................ than the boys. The difference was even greater in Chemistry, where more than (8) ................................ more girls passed. The only subject where boys’ results were better than girls’ was (9) ......................... .

In general, the (10) ................................ show that during the period in question girls performed better in most subjects in the Advanced Level exams than boys.

IV Speech

(20 marks)

A. Complete the following dialogue between the Receptionist at ABC Company named Malisha Fonseka and Saman Perera. Assume that you are Saman Perera and use the sentences given in the box below to complete the conversation. The first one is done for you.

May I speak to Mr. Pradeep Silva please?
Could you ask Mr. Silva to call me please?
I’m Saman Perera. My contact number is 0770667954.
Can I call him tomorrow?
A good day to you too!
Thank you very much.

Receptionist: Good morning, ABC Company.

Saman: Hello, my name is Saman Perera.

May I speak to Mr. Pradeep Silva please?

Receptionist: I am sorry but Mr. Silva is on leave today.

Saman: (2) ..........................................................
Receptionist: He will not be in office for the next few days. Can I convey a message?

Saman: (3) .................................................................

Receptionist: Please repeat your name and give your telephone number.

Saman: (4) .................................................................

Receptionist: I will leave a message asking him to call you as soon as he returns.

Saman: (5) .................................................................

Receptionist: You are welcome. Have a good day!

Saman: (6) .................................................................

B. Situation: Imagine you are the receptionist in the telephone conversation and fill in the Telephone Message Slip given below.

```
<table>
<thead>
<tr>
<th>Telephone Message Slip</th>
</tr>
</thead>
<tbody>
<tr>
<td>(7) ........................ Company</td>
</tr>
<tr>
<td>Date: 12 December, 2015</td>
</tr>
<tr>
<td>To: (8) .........................</td>
</tr>
<tr>
<td>Caller’s Name: (9) ...........</td>
</tr>
<tr>
<td>Telephone #: 0770667954</td>
</tr>
<tr>
<td>Message: (10) ...............</td>
</tr>
<tr>
<td>Call received by: (11) ......</td>
</tr>
</tbody>
</table>
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V. Composition

Write on one of the topics given below.

(20 marks)

1. Communication skills are essential for one’s professional growth. Do you agree?

2. It is generally considered that Sri Lankan consumers are highly influenced by TV advertisements. State your opinion.

3. Distance learning is easier as you learn at home but the disadvantage is that you do not make social connections with other students and the lecturers. Give your opinion.

4. The debate on capital punishment has sparked again in the wake of a series of crimes against children and women. Should Sri Lanka implement the death penalty? Discuss.

Do not exceed the space provided in the box.