



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.**

Question No.	MARKS	
	First Examiner	Second Examiner
I		
II		
III		
IV		
V		
<b>TOTAL (100%)</b>		

**English for Communication: ELTU E1014**

**2015**

**No of questions: 05**

**Duration: 2 hours**

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**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.
- buy
  - bought
  - buyed
9. The world has now moved from the information era to the imagination era where human \_\_\_\_\_ is the cutting edge factor for success.
- creation
  - creativity
  - creative
10. I'm hungry, can I have \_\_\_\_\_ sandwiches please?
- some
  - many
  - any
11. In most instances a presentation is defined as a short, unidirectional communication that \_\_\_\_\_ from the presenter to the audience.
- go
  - goes
  - going
12. My mother is buying some \_\_\_\_\_.
- pish
  - fish
  - pis
13. Nelson Mandela \_\_\_\_\_ education claims that it 'is the most powerful weapon which you can use to change the world'.
- discussing
  - discuss
  - discussed
14. Hemal: \_\_\_\_\_ is your brother?  
Pathum: He is great, thanks for asking.
- Why
  - How
  - Where
15. Mr. Perera woke up in the middle of the night. He could hear \_\_\_\_\_ in his garden.
- anyone
  - anything
  - 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

(20 marks)

Read the passage and answer the questions given below.

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

[http://worldwidejournals.com/ijsr/file.php?val=April\\_2014\\_1396445084\\_131fa\\_72.pdf](http://worldwidejournals.com/ijsr/file.php?val=April_2014_1396445084_131fa_72.pdf)

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)

.....  
.....  
.....

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)

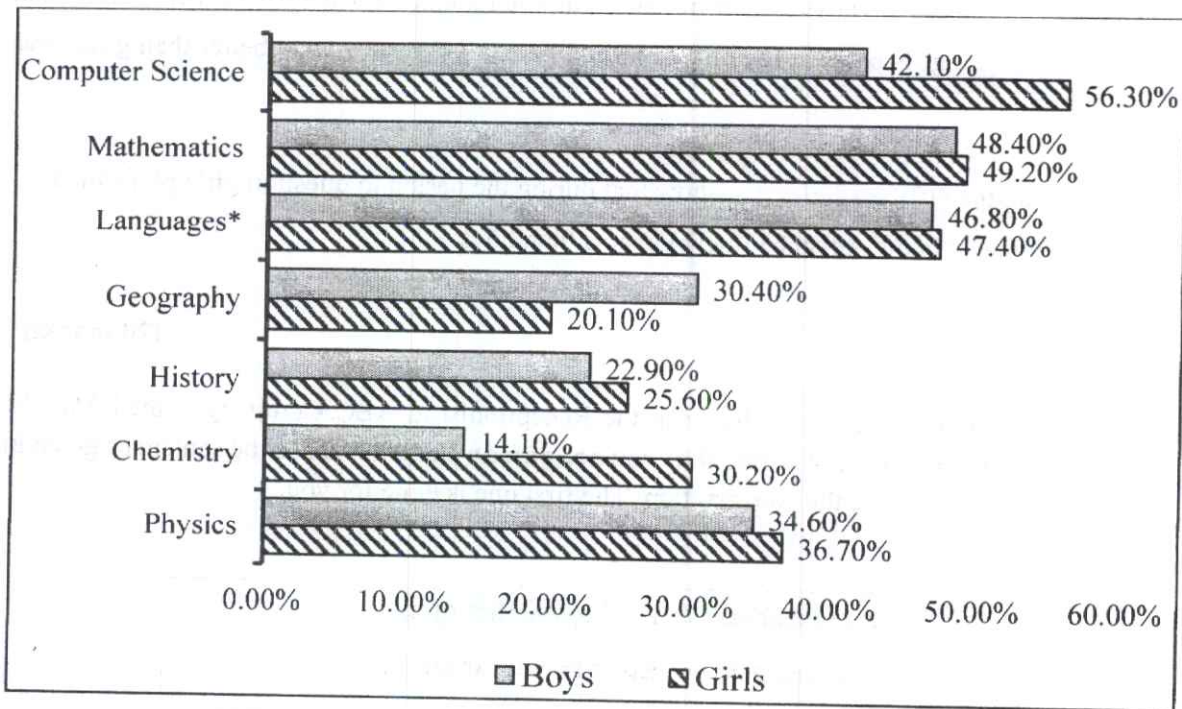
- a) The exchange of information, ideas, feelings and thoughts.  
 b) The act of saving something  
 c) More important and powerful than most or all others  
 d) The group of people who are regular customers at a particular business  
 e) A feeling of unhappiness or disapproval  
 f) Personnel who have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

Question #	Words	Meanings
11.	Communication	a
12.	Dominant	
13.	Recruits	
14.	Clientele	
15.	Discontent	
16.	Salvage	

**III. Graphical Description**

**(20 marks)**

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.



\* 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.

16%	56.3%	best	differences	equal
Geography	higher	however	performed	statistics

**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.

(1) 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.

<b>Telephone Message Slip</b>	
(7) ..... Company	
Date: <i>12 December, 2015</i>	Time: <i>10:00 hrs.</i>
To: (8) .....	
Caller's Name: (9) .....	
Telephone #: <i>0770667954</i>	
Message: (10) .....	
Call received by: (11) .....	

V. Composition

(20 marks)

Write on one of the topics given below.

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.*

A large rectangular box containing 18 horizontal dotted lines, intended for the student to write their answer.

A large rectangular box containing 25 horizontal dotted lines, intended for writing.

