



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Sekolah Pendidikan Profesional dan
Pendidikan Berterusan
(UTMSPACE)

**FINAL EXAMINATION / PEPERIKSAAN AKHIR
SEMESTER 1 – SESSION 2016 / 2017
PROGRAM KERJASAMA**

COURSE CODE : ULAB-1032
KOD KURSUS

COURSE NAME : INTRODUCTORY ACADEMIC ENGLISH
NAMA KURSUS

YEAR / PROGRAMME : 1 / ALL PROGRAMMES
TAHUN / PROGRAM : 1 / SEMUA PROGRAM

DURATION : 2 HOURS / 2 JAM
TEMPOH

DATE : OCTOBER 2016
TARIKH

INSTRUCTION/ARAHAN :

1. Answer ALL questions in the answer booklet(s) provided.
Jawab SEMUA soalan di dalam buku jawapan yang disediakan.

(You are required to write your name and your lecturer's name on your answer script)
(Pelajar dikehendaki tuliskan nama dan nama pensyarah pada skrip jawapan)

NAME / NAMA	:
I.C NO. / NO. K/PENGENALAN	:
YEAR / COURSE TAHUN / KURSUS	:
COLLEGE NAME NAMA KOLEJ	:
LECTURER'S NAME NAMA	:

SECTION A: READING COMPREHENSION (50 marks)

Text I (35 marks)

Read the passage carefully and answer all the questions that follow.

I Many parents today use technology incredibly well and feel comfortable with the computer software and applications that their children are using. Nevertheless, some parents may find it difficult to relate to their digitally savvy children. Such parents may lack a basic understanding of these new socialising abilities which are important to their children's lives. They frequently do not have the technical abilities or time needed to keep pace with their children's knowledge in social media. In addition, these parents often lack a basic understanding that kids' online lives are an extension of their offline lives. The end result is often a knowledge and technical skill gap between them which creates a disconnection in how these parents and their children participate in the online world together. Engaging in various forms of social media is a routine activity that research has shown to benefit children and adolescents by enhancing communication, social connection and even technical skills. Social media sites such as Facebook and Twitter offer daily opportunities for connecting with friends, classmates and people with shared interests. During the last five years, the number of teenagers and adolescents using such sites has increased dramatically. According to a recent poll, 75 percent of teenagers now own mobile phones and 25 percent use them for social media, 54 per cent for texting and 24 percent for instant messaging. Thus, a large part of this generation's social development is occurring while on the internet and on mobile phones. This article discusses the benefits of social media to teenagers and the risks that they face.

II There are many benefits of social media for teenagers' social life. Social media sites allow teens to accomplish online many of the tasks that are important to them offline: staying connected with friends and family, making new friends, sharing pictures and

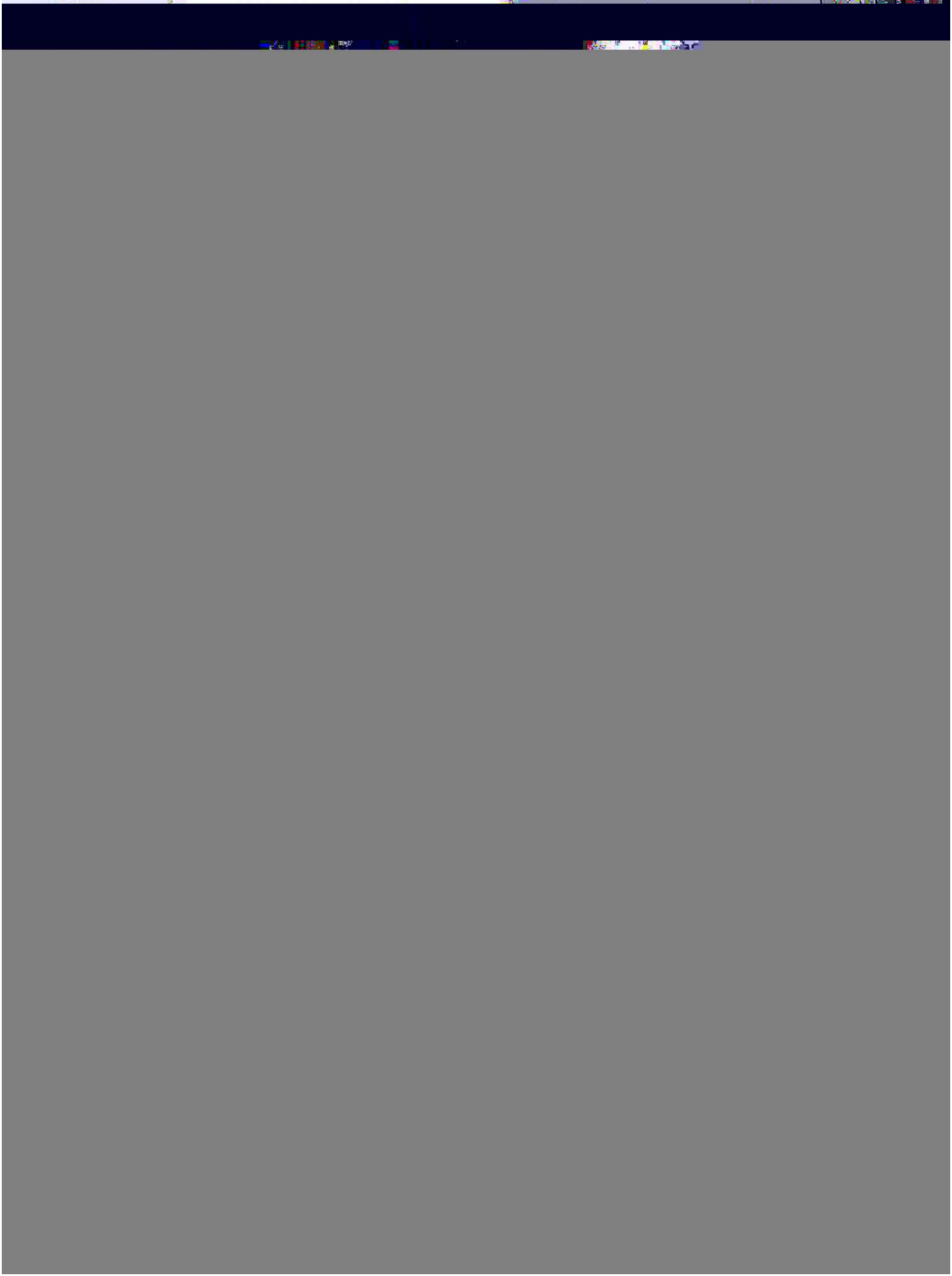
- III In learning context, high school students use social media to connect with one another on homework and group projects. For example, Facebook and similar social media programmes allow students to gather outside of class to collaborate and exchange ideas on assignments. Some schools successfully use blogs as teaching tools which have the benefits of reinforcing English proficiency, written expression and creativity skills.
- IV Besides teaching and learning, many teenagers find that they can access online information about their health concerns easily and anonymously. Excellent health

resources are increasingly available on a variety of topics such as stress

isolation and sometimes they turn to risky internet sites and blogs for help that may promote substance abuse or self-destructive behaviours.

VII There is also the issue of privacy concerns. Teenagers' behaviours such as sharing too much information or posting false information about themselves put their privacy at risk. Preadolescents and adolescents who lack an awareness of privacy issues often post inappropriate messages, pictures and videos without understanding that "what goes online stays online." As a result, future jobs and college acceptance may be put into jeopardy by inexperienced and rash clicks of the mouse. Indiscriminate internet activity also can make children and teenagers easier for marketers and fraudsters to target.

VIII Another concern is the digital footprint left during the internet activity by the teenagers which can make them easier for marketers to target. Many social media sites display advertisements. In particular, many important computer patents were granted to these



3. How does social media help enhance learning? Provide specific examples.

i) _____

ii) _____

(2m)

4. Parental involvement is needed to help their children get reliable information and interpret the information correctly. Why do their children need this personal involvement?

(2m)

5. How does cyberbullying differ from online harassment?

(2m)

6. Why is online marketing risky to teenagers?

(2 m)

7. According to the text, what is the best way to help reduce the risks faced by teenagers when they are online?

(2 m)

AIII State whether each of the following statements is TRUE (T) or FALSE (F).

1. The knowledge and technical skills gap between parents and teenagers are narrow. []
2. A higher percentage of the teenagers use their mobile phones for online activities than for texting. []
3. Generations today socialise on both the internet and mobile phones. []
4. Online harassment can happen to all. []
5. Cyberbullying poses more threat to the teenagers than online harassment. []
6. Peer acceptance issue is one of the factors that can cause online media depression. []
7. Marketers use advertisement to gather information about teenagers spending habit. []

(7m)

AIV From the text, the writer seems to have important underlying messages to convey to the readers. What are the writers' possible messages they wish to deliver based on the underlined statements below?

1. Nevertheless, some parents may find it difficult to relate to their digitally savvy children.

(2m)

2. The uncertainties of the online world are thought to be a factor that may trigger depression in teenagers because acceptance by and constant contact with peers are important elements of their life..

(2m)

AV Circle the correct option that explains the meaning of each underlined word in the following sentences.

1. Social media participation also can give them better benefits that extend into their view of self and community.
A. To make something last longer
B. To affect people, things or places

2. Excellent health resources are increasingly available on a variety of topics such as stress reduction and signs of depression.
A. personal qualities needed to deal with difficult situation
B. educational book, film or pictures used to provide information

3. Cyberbullying is deliberately using digital media to communicate false, embarrassing or hostile information about another person.
A. difficult condition to live in
B. deliberately unfriendly and nasty

Text II (15 marks)

Read the passage carefully and answer all the questions that follow.

CYBERBULLYING

- I Cyberbullying is a fast growing trend that experts believe is more harmful than typical schoolyard bullying. Cyberbullying refers to bullying through information and communication technology mediums such as text messages, emails, phone calls, internet chat rooms and the latest trend such as Twitter, Instagram and Facebook. Cyberbullying is like a virus - a *pandemic* that has quickly spread via social media where no one is immune.
- II The phenomenon of cyberbullying is worsened by the ease of online access. It only takes a few seconds for the cyberbully to attack his victim by a click of a button. Moreover, nearly all of us can be contacted 24 hours via the internet or our mobile phones. Therefore, victims can be reached at anytime and any place. For many children, home is no longer a refuge from the bullies. They can escape threats and abuse in the classroom, only to find text messages and emails from the same tormentors when they arrive home. There is no safe place anymore even in the privacy of your own bedroom.
- III No type of bullying is harmless. In some cases, it can constitute criminal behaviour. In extreme incidents, cyberbullying has led teenagers to suicide. According to the Centers of Disease Control and Prevention (CDC), cyberbullying takes approximately 4,400 young lives every year, making it the third leading cause of death among young people. Most victims, however, suffer shame, embarrassment, anger, depression and withdrawal. Cyberbullying is often seen as anonymous, which gives the bully the freedom to abuse without the threat of backlash in the real world.
- IV Parents and teachers need to understand the problem of cyberbullying and understand the technology. A third of those who experience cyberbullying do not report it. Therefore, awareness of these issues should be raised among parents, teachers and friends with the hope that we can break the climate of silence in which it thrives by empowering children and young people to speak out and seek help.

Adapted from chris@cyberbullying.info. Retrieved from http://www.cyberbullying.info/resources/downloads/ChrisWebster_WhatIsCyberbullying.pdf.

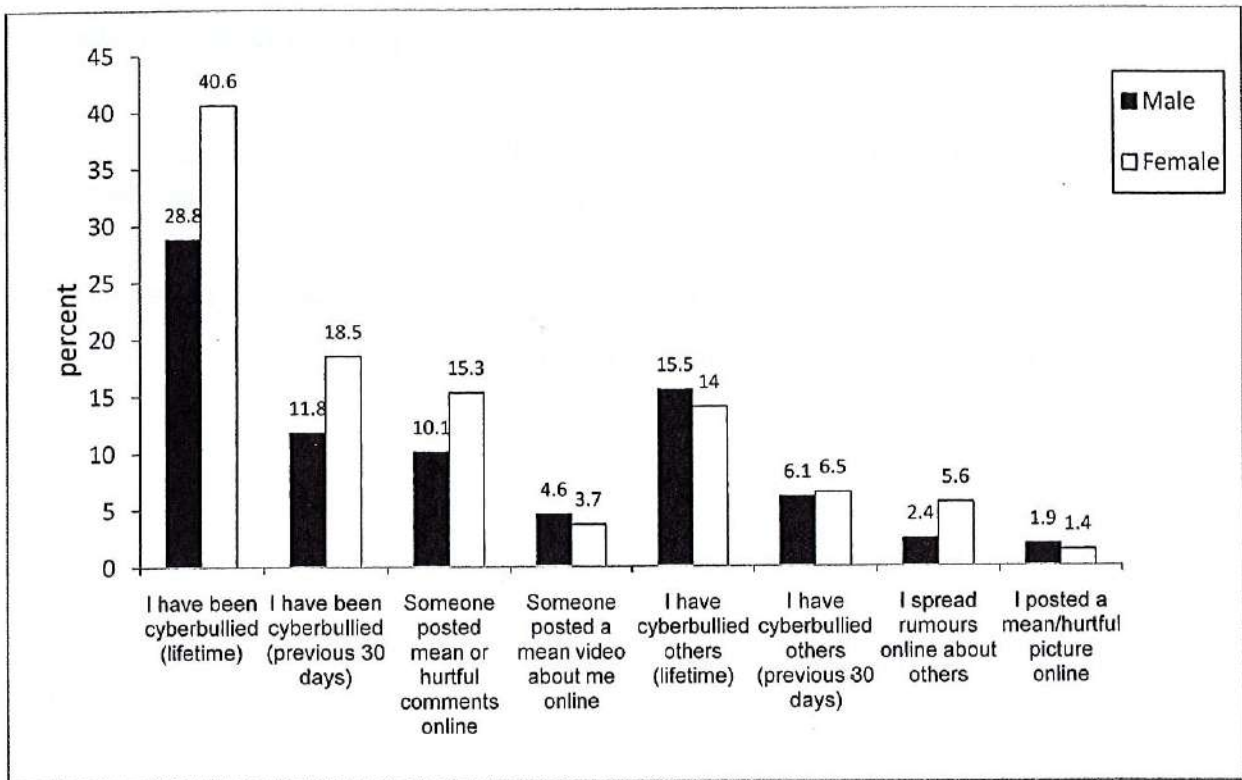


Figure 1: Cyberbullying by gender in 2014

Adapted from Sameer Hinduja and Justin W. Patchin (2015). Retrieved from www.cyberbullying.org

1. In Figure 1, female has the lowest percentage as cyberbullied victims of
 - A. rumours online.
 - B. mean video online.
 - C. mean or hurtful picture online.
 - D. mean or hurtful comments online.

(1m)

2. In Figure 1, which of the following statements is TRUE about cyberbullying?
 - A. Male has a lower percentage of being bullied in a lifetime.
 - B. Male has a higher percentage of being bullied in the last 30 days.
 - C. Female has a higher percentage of cyberbullying others in a lifetime.
 - D. Female has a lower percentage of cyberbullying others in the last 30 days.

(1m)

3. In Figure 1, which of the following statements is NOT true about cyberbullying by gender?
- A. The number of female being bullied outnumbered male.
 - B. The number of female being insulted verbally online is more than male.
 - C. The case of both genders being bullied is fewer than the case of both genders being bullies.
 - D. There is a noticeable difference between both genders who have been bullied a lifetime and both genders who spread rumours online about others.

(2 m)

4. What differentiate cyberbullying from schoolyard bullying?
- A. Involve teenagers only
 - B. Victims know the bully
 - C. Victims can resort to suicide
 - D. Can occur at anytime and anyplace

(2m)

5. In paragraph 1, what does the word *pandemic* refer to?

(2m)

6. What makes the young victims of cyberbullying commit suicide?

(1m)

7. What are the consequences of cyberbullying?

i) _____

ii) _____

iii) _____

iv) _____

(2 m)

8. Why is it difficult to stop cyberbullying?

i) _____

ii) _____

(2 m)

9. According to the author, what are the ways to prevent cyberbullying?

(2 m)

SECTION B: WRITING (10 marks)

Based on the information below, answer the questions that follow.

Public transportation is supposed to bring more convenience to customers in urban and rural areas. A survey was carried out to find out bus passengers and drivers' expectation of qualities of public transportation service. The results of the survey are shown in the table below.

Write a report on the bus passengers and drivers' expectation of good service.

Qualities of public transportation service	Ranking by bus passengers	Ranking by bus drivers
Punctuality	1	2
Safe-driving	2	1
Politeness	3	5
Honesty	4	4
Maintaining order in the bus	5	3

(Note : 1 – most important; 5 – least important)

Table 1: Ranking of qualities of public transportation service by bus passengers and bus drivers

Adapted from International Journal of Academic Research in Business and Social Sciences April 2013, Vol. 3, No. 4.
Retrieved from www.hrmar.com/admin/pics/1780.pdf

Introduction

(2 m)

Analysis

- i) Ranking of qualities of public transportation service by bus passengers.

(2 m)

- ii) Comparison on the ranking of the qualities of public transportation in terms of politeness between bus passengers and bus drivers.

(2 m)

- iii) Comparison on honesty to bus passengers and bus drivers.

(2 m)

Conclusion

Provide a summary by describing the result of this survey.

(2 m)

END OF QUESTION PAPER