



UTM
UNIVERSITI TEKNOLOGI MALAYSIA

Sekolah Pendidikan
Profesional dan
Pendidikan
Berterusan
(SPACE)

**FINAL EXAMINATION / PEPERIKSAAN AKHIR
SEMESTER I – SESSION 2022 / 2023
PROGRAM KERJASAMA**

COURSE CODE : UHLB1042
KOD KURSUS

COURSE NAME : INTERMEDIATE ACADEMIC ENGLISH
NAMA KURSUS

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

DURATION : 2 HOURS
TEMPOH 2 JAM

DATE : DECEMBER / DISEMBER 2022
TARIKH

INSTRUCTION :
ARAHAN

i) Answer **ALL** questions in the spaces given.

(Jawab **SEMUA** soalan dalam ruangan yang disediakan).

ii) Candidates are required to follow all instructions given by the examination invigilator.

(Calon dikehendaki mematuhi semua arahan daripada penyelia peperiksaan).

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 PELAJAR	:
I.C NO. / NO. K/PENGENALAN	:
YEAR / PROGRAMME TAHUN / PROGRAM	:
COLLEGE NAME NAMA KOLEJ	:
LECTURER'S NAME NAMA PENSYARAH	:

This examination paper consists of **15** pages including the cover
Kertas soalan ini mengandungi 15 muka surat termasuk kulit hadapan



UTM
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School of
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PUSAT PRGORAM KERJASAMA

PETIKAN DARIPADA PERATURAN AKADEMIK ARAHAN AM – PENYELEWENGAN AKADEMIK

1. SALAH LAKU SEMASA PEPERIKSAAN

1.1. Pelajar tidak boleh melakukan mana-mana salah laku peperiksaan seperti berikut :-

- 1.1.1. memberi dan/atau menerima dan/atau memiliki sebarang maklumat dalam bentuk elektronik, bercetak atau apa jua bentuk lain yang tidak dibenarkan semasa berlangsungnya peperiksaan sama ada di dalam atau di luar Dewan/Bilik Peperiksaan melainkan dengan kebenaran Ketua Pengawas; atau
- 1.1.2. menggunakan maklumat yang diperoleh seperti di atas bagi tujuan menjawab soalan peperiksaan; atau
- 1.1.3. menipu atau cuba untuk menipu atau berkelakuan mengikut cara yang boleh ditafsirkan sebagai menipu semasa berlangsungnya peperiksaan; atau
- 1.1.4. lain-lain salah laku yang ditetapkan oleh Universiti (seperti membuat bising, mengganggu pelajar lain, mengganggu Pengawas menjalankan tugasnya).

2. HUKUMAN SALAH LAKU PEPERIKSAAN

- 2.1. Sekiranya pelajar didapati telah melakukan pelanggaran mana-mana peraturan peperiksaan ini, setelah diperakukan oleh Jawatankuasa Peperiksaan Fakulti dan disabitkan kesalahannya, Senat boleh mengambil tindakan dari mana-mana satu yang berikut :-
 - 2.1.1. memberi markah SIFAR (0) bagi keseluruhan keputusan peperiksaan kursus yang berkenaan (termasuk kerja kursus); atau
 - 2.1.2. memberi markah SIFAR (0) bagi semua kursus yang didaftarkan pada semester tersebut.
- 2.2. Jawatankuasa Akademik Fakulti boleh mencadangkan untuk diambil tindakan tatatertib mengikut peruntukan Akta Universiti dan Kolej Universiti, 1971, Kaedah-kaedah Universiti Teknologi Malaysia (Tatatertib Pelajar-pelajar), 1999 bergantung kepada tahap kesalahan yang dilakukan oleh pelajar.
- 2.3. Pelajar yang didapati melakukan kesalahan kali kedua akan diambil tindakan seperti di perkara dan dicadang untuk diambil tindakan tatatertib mengikut peruntukan Akta Universiti dan Kolej Universiti, 1971, Kaedah-kaedah Universiti Teknologi Malaysia (Tatatertib Pelajar-pelajar), 1999.

SECTION A (50 marks)
READING: TEXT 1 (35 marks)

Read the text below and answer all the questions that follow.

Gig Economy is the Future of Work

- I Today, people have more flexibility in their employment models; they no longer rely on the classic work 9 to 5 to provide for themselves. Instead, they can embrace a more creative and efficient work life, taking on short-term work at their will or need. This is known as the 'gig economy'. In general, the gig economy is about exchanging labour for money between individuals or companies through digital platforms that directly connect suppliers and customers on a short-term basis and are pay-as-you-go. Thanks to the spread of the internet, the traditional workforce has already undergone significant changes. Things like e-mail and telecommunications have made work more flexible and brought people together, even if they are geographically far apart. It has also enabled the rise of the gig economy. So, the gig economy has brought a lot of positive changes to the future of work.
- II To start off, the gig economy has ballooned in recent years as different gig economy apps arrive to tackle nearly every facet of the service industry. The changes introduced by the COVID-19 pandemic have only **accelerated** the gig economy's growth, as people staying home and minimising contact opt for personal home deliveries for many of their daily chores and consumer necessities. According to a report by Mastercard, global transactions associated with the gig economy will grow by 17 per cent annually to about USD455 billion by 2023.
- III What makes gig economy appealing? The U.K. government has claimed that independence and flexibility are the key aspects that people working in the gig economy are often satisfied with. The gig economy has also **steadily** become an excellent source of income and job opportunities for students, working parents, and people who are otherwise occupied with home care work. Gig economies on a global scale are also being driven by a generational shift in the workforce that is occurring now. It is estimated that as Baby Boomers and Gen X retire, we will see Millennials taking over the workforce, and they are known to value independence and balancing work and home life considerably more than the earlier generations.

- IV The digital platforms that form the basis of the gig economy provides a healthy ecosystem for gig employees. Thanks to the new wave of online platforms, gig employees taking part in short-term 'digital work' or 'gigs' usually receive money after each task. According to a recent Manulife Investment Sentiment Index (MISI) survey, 31 per cent of professionals do receive money after each task, even on a part-time basis. Besides, gone are the days when freelancers had to spend an incredible amount of time building professional reputations before getting their first payment. If the job is done, the employee will be paid. Furthermore, by providing **transparent** customer assessment tools, simple dispute mechanisms, and rigorous verification processes, these platforms ease users and help reduce barriers in entering large sectors of the economy.
- V In another instance, many companies view temporary contracts with gig employees that have unique skills as a more viable long-term strategy for their company. This is to keep up with changing market demands rather than constantly retraining permanent employees. According to The New York Times columnist Thomas Friedman, "What can be done will be done." **In this age of technological acceleration, no one can afford to rest on their laurels and not catch up with innovations.** One thing for certain, market needs are constantly changing due to accelerating technological progress. This means that traditional career growth can be much more challenging, especially for gig employees. Without a structured career path, their achievements on one platform are typically not respected by another, but it helps them keep their skills up to date.
- VI Gig employment also stimulates the growth of the world's economy. This can be due to the use of tools such as Zoom, Microsoft Team, Whatsapp, and online banking apps that help to ease the gig economy system. First, these tools have reduced the **expense** of international communication. For instance, prestigious universities can now offer thousands of free, world-class courses on websites that anyone can access. Moreover, thousands of articles and megabytes of data are available at the touch of a button. Eventually, the gig economy can soon be associated with highly skilled, independent employees. Second, as for employers, they have access to the talents needed to improve their business, and the communication tools to easily reach out to potential workers, customers, and partners around the world.
- VII Due to the rapid **development** of the gig economy in recent years, the term 'gig employee', which is generally associated with blue-collar employees, has moved beyond its original definition. This is due to the change in market segmentation and workforce demand. A growing number of white-collar employees today are making the switch away from 9 to 5 office jobs in favour of freelancing. In Malaysia, more than 26 per cent of the workforce, or about four million freelancers, are now part of the gig economy. Based on the results of a study in 2020 conducted

by Zurich Insurance Group and the University of Oxford, 38 per cent of Malaysians who are currently employed full-time are considering joining the gig economy. In the study, it was found that this percentage was considerably higher than the global average of 20 per cent. Hence, the gig economy's job market has become a more fluid market as compared to the permanent job market.

- VIII However, the gig economy does have several downsides. The biggest shortcoming of gig economy is that it has less social protection and not a lot of **perks**. Traditional jobs often provide employees with a lot of protection and perks such as health benefits, a retirement plan, retirement insurance, and the chance to use a company's car and fuel. Well, the sad news is that gig employees do not benefit from any of these as they are just performing temporary work. They need to handle their own retirement plan and health insurance and use their own car and fuel. Moreover, paid vacations and sick days are over. Gig employees are paid per assignment, and they will only get all their money once the job is over and delivered. So, if they are not working, they are not being paid. There is even the risk of not being paid for work that has already been performed, with all the regulatory and bureaucracy involved. Sometimes, the amount paid is not even at par with the work done. **Some take advantage of these gig employees for not being permanent employees with an agreed-upon minimal wages stated in black and white, which is saddening, sly, and downright unkind.**
- IX Therefore, to address these downsides, a company should ensure that the employees are valued and appreciated at work. After all, gratitude is the sign of noble souls. So, there is no doubt that the gig economy provides companies with an unprecedented opportunity to redefine their workforce structure. Taking advantage of the gig economy and relying more on a contingent workforce might not be such a bad idea for employers. Additionally, this would allow companies to scale their teams as their needs evolve, especially for jobs that cannot be performed remotely.

A I In your own words write the main idea for paragraphs II, IV, VI and VIII in the blank spaces provided.

Paragraph	Main Idea
I	The emergence of gig economy
II	
III	The appealing factors of gig economy
IV	
V	Companies prefer to hire gig employees because of their added-skills unlike permanent employees who constantly need upskilling
VI	
VII	Market segmentation and workforce demands have made more people to join gig economy and become freelancers
VIII	
IX	Suggestions for improving the gig economy for employers in the future

(4 x 2m = 8 marks)

A II State whether each of the statements given below is True (T) or False (F).

1. The internet has allowed gig economy to become more significant in today's workforce. []
2. Mastercard reported that gig economy has made global transactions grow at 17 per cent each year. []
3. People working in the gig economy are often contented with independence and durability of gig economy's working style, as claimed by the U.K. government. []
4. Freelancers needed to build professional reputation before getting paid, unlike gig employees nowadays. []
5. Companies prefer to hire gig employees with unique skills to complete a job as compared to upskilling their own permanent employees because companies need to invest a lot for upskilling their employees in the ever-changing market. []

6. In the future, gig economy will be associated with low-skilled jobs of the service industry. []

(6 x 1m = 6 marks)

A III Choose the correct meaning of the words highlighted in the following sentences according to the context in which they are used. Circle the correct option.

1. The changes introduced by the COVID-19 pandemic have only **accelerated** the gig economy's growth, as people staying home and minimising contact opt for personal home deliveries for many of their daily chores and consumer necessities.
A. improved
B. enhanced
C. quickened

2. The gig economy has also **steadily** become an excellent source of income and job opportunities for students, working parents, and people who are otherwise occupied with home care work.
A. gradually
B. constantly
C. progressively

3. Furthermore, by providing **transparent** customer assessment tools, simple dispute mechanisms, and rigorous verification processes, these platforms ease users and help reduce barriers in entering large sectors of the economy.
A. clear
B. perfect
C. flawless

4. First, these tools have reduced the **expense** of international communication.
A. cost
B. price
C. charge

5. Due to the rapid **development** of the gig economy in recent years, the term 'gig employee', which is generally associated with blue-collar employees, has moved beyond its original definition.
- A. expansion
 - B. enlargement
 - B. amplification
6. The biggest shortcoming of gig economy is that it has less social protection and not a lot of **perks**.
- A. aids
 - B. benefits
 - C. sustenance

(6 x 1m = 6 marks)

A IV Answer the following questions based on the text.

1. In your own words, define gig economy.

(2 marks)

2. What factors contribute to the development of gig economy?

i. _____

ii. _____

(2 x 1m = 2 marks)

3. What is the main difference between Millennials and the previous generations of Baby Boomers and Gen X?

(2 marks)

4. What can be inferred from this statement: "In this age of technological acceleration, no one can afford to rest on their laurels and not catch up with innovations."? (Paragraph V)

(2 marks)

5. In what way does the use of tool in the gig employment stimulate the growth of the world's economy?

i.

ii.

(2 x 1m = 2 marks)

6. In Malaysia, how many freelancers are currently involved in gig economy?

(1 mark)

7. What is the tone and attitude of the author towards some employers in the following excerpt: "Some take advantage of these gig employees for not being permanent employees with an agreed-upon minimal wages stated in black and white, which is saddening, sly, and downright unkind."? Choose the correct option. (Paragraph VIII)

Tone : Polite [] Neutral [] Indignant []

Attitude : Firm [] Against [] Approving []

(2 x 1m = 2 marks)

8. Based on your understanding, what is the writer's purpose in writing this article?

(2 marks)

Text II (15 marks)

Read the text carefully and answer the questions that follow.

Robot Teachers

- I If you think of the jobs robots could never do, you would probably put doctors and teachers at the top of the list. It is easy to imagine robot cleaners and factory workers, but some jobs need human connection and creativity. However, are we underestimating what robots can do? In some cases, they already perform better than doctors at diagnosing illnesses. Also, some patients might feel more comfortable sharing personal information with a machine than with a person. Is there a place for robots in education?
- II British education expert Anthony Seldon thinks so. He even has a date for the robot takeover of the classroom: 2027. He predicts robots will do the main job of transferring information, and teachers will be like assistants. Intelligent robots will read students' faces, movements, and maybe even brain signals. The information will then be tailored to each student. It is not a popular opinion, and it is unlikely robots will ever have empathy or the ability to really connect with humans like any other human can.
- III Figure 1 depicts the results of a survey done among 20,000 Malaysian high school teachers on whether Artificial Intelligence (AI) learning has a more positive impact if it dominates human learning. Through the survey, it is evident that more than half of the Malaysian high school teachers disagree with the dominance of AI learning in human learning. They mostly answered that robot (AI) teachers cannot emotionally relate to humans, although robots can learn some aspects of emotion and have the emotions programmed in them. **There is also the issue of role-modelling, which a robot cannot do, no matter how much it resembles the form of a human.**

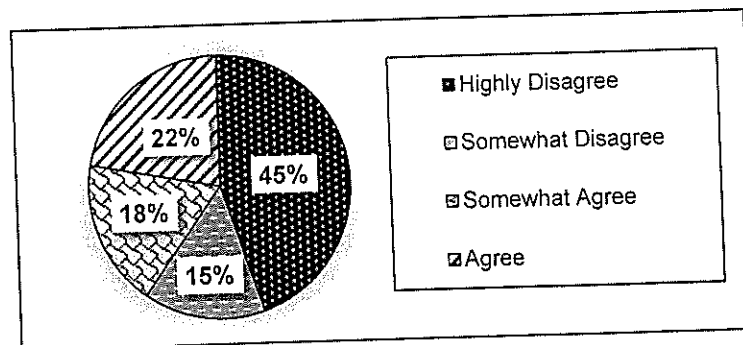


Figure 1: Survey on whether Artificial Intelligence (AI) Learning has a More Positive Impact if It Dominates Human Learning

- IV Social connection among students, instructors, administrators, and parents is enhanced by close cooperation. Children learn through observing and copying the behaviour and influence of others in social settings. Individuals require a sense of belonging and meaningful connections, both of which cannot be provided by a machine. The truth is that the more individuals are linked to technology, the more they are disconnected from other people.
- V Education, on the other hand, is about more than just acquiring knowledge; it is also about building relationships and moulding young minds. A true teacher instils a thirst for knowledge in his or her students and teaches them how to satisfy that thirst. Teachers also encourage students to think for themselves and come up with new ideas, something AI cannot accomplish. To put it another way, the work as a teacher necessitates virtually superhuman levels of empathy, grit, and organisation. It may be difficult to create robotic teachers who can meet all of these expectations, but may these AI-enhanced beings, in the end, answer our most prevalent and systemic educational issues?
- VI One thing is certain, though. A robot teacher is better than no teacher at all. In some parts of the world, there are not enough teachers, and 9 to 16 per cent of children under the age of 14 do not go to school. That problem could be partly solved by robots because they can teach anywhere and would not get stressed, tired, or move somewhere for an easier, higher-paid job. Some argue that robots will never be able to take the place of teachers because they inspire us. Others, however, believe that 'inspirational robots' are viable and that they may be tailored to each student's unique learning style.

Adapted from: <https://learnenglish.britishcouncil.org/skills/reading/b1-reading/robot-teachers>

AV Choose the correct answer.

1. When does Anthony Seldon think robots will take over classroom?

- A. 2007
- B. 2017
- C. 2027

(1 mark)

2. The followings are the traits of intelligent robots EXCEPT

- A. read students' faces
- B. read students' movements
- C. read students' hand signals

(1 mark)

3. **There is also the issue of role-modelling, which a robot cannot do, no matter how much it resembles the form of a human** (Paragraph III).

What do you understand by this statement?

(2 marks)

4. Based on Figure 1, which statement is **FALSE**?

- A. Most Malaysian high school teachers disagree that Artificial Intelligence (AI) learning has a more positive impact if it dominates human learning.
- B. The percentage of teachers somewhat agreeing that Artificial Intelligence (AI) learning has a more positive impact if it dominates human learning is lower than those that somewhat disagree on it.
- C. Almost 10,000 high school teachers highly disagree that Artificial Intelligence (AI) learning has a more positive impact if it dominates human learning.

(2 marks)

5. Why did the author say that "the more individuals are linked to technology, the more they are disconnected from other people" (Paragraph IV)?

(2 marks)

6. What are the TWO traits of human teachers that AI does not have?

- i. _____

- ii. _____

(2 x 1m = 2 marks)

7. Teachers need to have these three superhuman attributes. What are they?

(1 mark)

8. In your own words, explain why did the author say that "A robot teacher is better than no teacher at all"? (Paragraph VI) Provide justification from the text.

Explanation:

(2 marks)

Justification:

(1 mark)

9. Give ONE reason why robot teachers can help solve the teacher shortage problem.

(1 mark)

SECTION B (10 marks)

Situation:

Using human-like computers, companies have begun automating most of the functions previously done by humans because AI can perform them much better, faster, and more efficiently. This revolution has led to a change in the skills required for most jobs, and as the technology gets stronger, robots will supersede human efficiency and intelligence in every task.

Task:

Based on the data presented in Figures 1 and 2, write a report (between 200 and 250 words) showing the percentage of job automation in 2020 in relation to the estimated percentage of job automation in 2040 in the two regions, highlighting the availability of jobs for humans in these mentioned industries in the future.

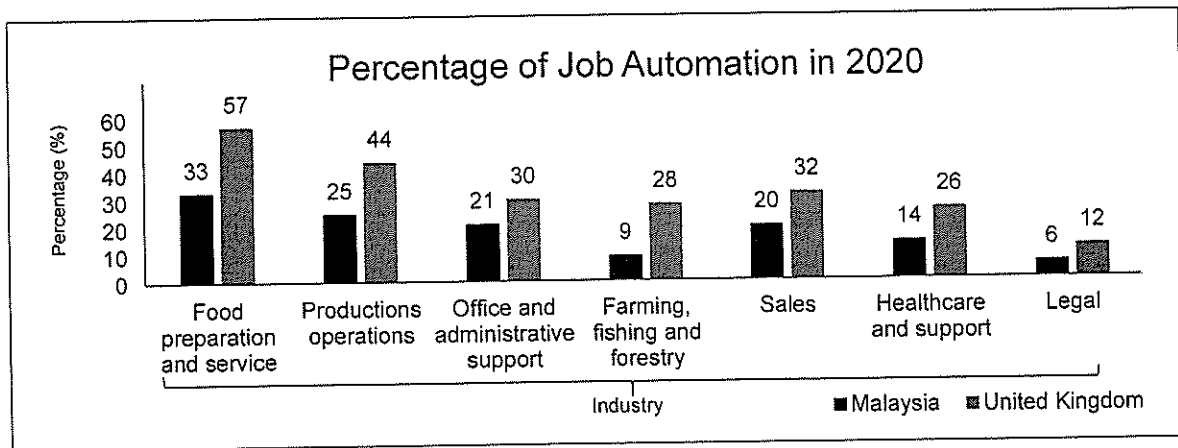


Figure 1: Percentage of Job Automation in 2020 – Malaysia and United Kingdom

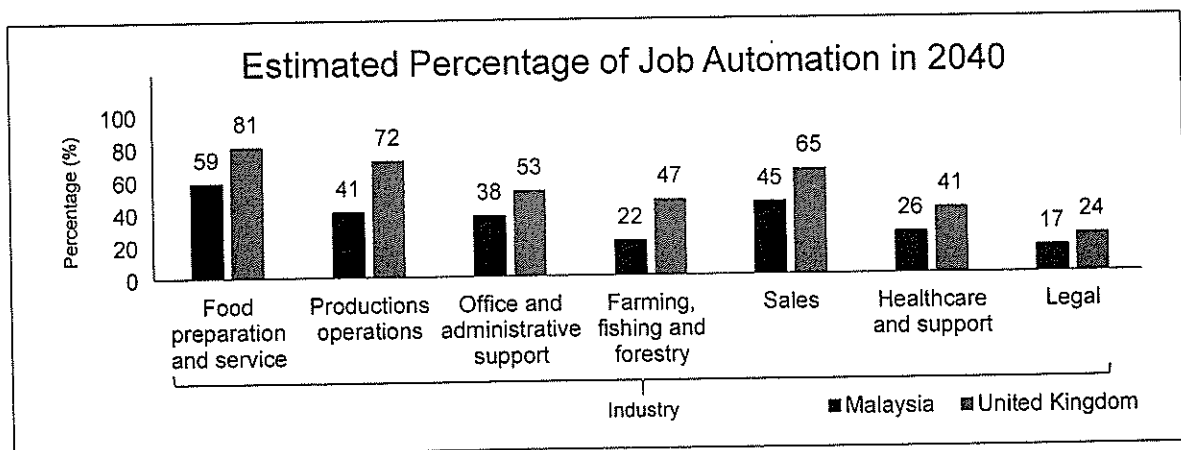


Figure 2: Estimated Percentage of Job Automation in 2040 – Malaysia and United Kingdom

Lined area for writing answers, consisting of approximately 30 horizontal lines.

END OF QUESTION PAPER