FINAL EXAMINATION / PEPERIKSAAN AKHIR
SEMESTER 2 – SESSION 2017 / 2018
PROGRAM KERJASAMA

COURSE CODE *KOD KURSUS*	:	ULAB 2032
COURSE NAME *NAMA KURSUS*	:	ENGLISH FOR PROFESSIONAL COMMUNICATION
YEAR / PROGRAMME *TAHUN / PROGRAM*	:	2 – ALL PROGRAMMES / *2 – SEMUA PROGRAM*
DURATION *TEMPOH*	:	2 HOURS / *2 JAM*
DATE *TARIKH*	:	APRIL 2018

INSTRUCTION/*ARAHAN*   :

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

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

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

      (Calon dikehendaki mematuhi semua arahan daripada penyelia peperiksaan).

(You are required to write your name and your lecturer's name on this question paper)
(Pelajar dikehendaki tuliskan nama dan nama pensyarah pada kertas soalan ini)

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

This examination paper consists of **16** pages including the cover
*Kertas soalan ini mengandungi **16** muka surat termasuk kulit hadapan*

Sekolah Pendidikan
Profesional dan
Pendidikan Berterusan
(UTMSPACE)

UTM
UNIVERSITI TEKNOLOGI MALAYSIA

PUSAT PROGRAM 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 Peperiksaan melainkan dengan kebenaran Ketua Pengawas; atau

   1.1.2   menggunakan makluman yang diperolehi 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 2.1.2 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 (40 marks)

REPORT: COMPREHENSION

Read the following memo report carefully.

Centre of Promotion Technology,
MARDI
Memorandum

TO   : Dato' Dr Azila binti Shafiee, Director General

FROM   : Siti Wahidah binti Abd Ghafar, Researcher

DATE   : 25 March 2018

SUBJECT : A Review of Efforts to Reduce Food Waste in Malaysia

1.0 INTRODUCTION

Wasted food has posed a significant challenge to the world's food system. According to Food and Agriculture Organization of the United Nations, approximately one-third of food produced for human consumption is lost or wasted globally. That is equivalent to 1.3 billion tonnes per year. Food is lost or wasted throughout the supply chain, from the initial production down to the final household consumption. Hence, food waste is recognised to be a huge problem worldwide and is particularly severe in developed countries. For example, in the United States, food waste and losses at the retail and consumer levels have amounted to 188 kg per capita per year or an overall value of US$165.6 billion.

Food waste negatively affects the availability of food to other world population. When over one-third of globally produced food is wasted, 868 million people will face starvation and malnutrition. We must keep in mind that the food waste issue is not only associated with social, economic and environmental aspects, it is also an ethical problem that needs to be seriously considered. Thus, the aim of this report is to highlight the problems of food waste and the government's approaches to reduce food waste in Malaysia.

2.0 FINDINGS

2.1 Food Waste Trends

Malaysia is well known for its culturally diverse food. Malaysians are proud of the diversity and tastiness of their food that they are quick to brag about. Unfortunately, this unique food culture is also turning into a culture of waste. In Southeast Asia, it is estimated that 33 per cent of food is wasted in the region whereas on average a household in Malaysia is reported to throw away around 0.5 to 0.8 kg of uneaten food per day. Statistics from Solid Waste Corporation of Malaysia showed that in 2015 the food waste in Malaysia reached 15,000 tonnes daily, including 3,000 tonnes that was still fit for consumption and should not have been discarded. A study also found that a household of five spent an average of RM735 a month on food and that a quarter of that food was wasted during preparation, cooking and usage.

Literally about RM183 goes into the dustbin every month, which amounted to RM2,208 a year. This problem of food waste is expected to increase in a few years corresponding with the economic development, population growth and urbanisation as Malaysia's population is expected to reach 33.4 million by the year 2020 and 37.4 million by 2030.

2.2 Food Waste Management

In view of the potential increase in food waste trend among Malaysians, the government is taking serious steps to curb this appalling attitude and behaviour. In the effort to manage food waste, also considered as solid waste, the government has delegated waste management to private consortiums in order to increase efficiency since 1993. The objective of waste management privatisation is to provide an integrated, effective, efficient and technologically advanced solid waste management system. It is also expected to resolve the problems of solid waste management faced by the local authorities such as financial difficulty, lack of expertise, illegal dumping, open burning and a lack of proper solid waste disposal sites. The steady increase of solid waste over the years has prompted government-funded public information campaigns to establish awareness and to create environmental consciousness among the general public.

Currently, there are a few types of technology applied in the waste management system. Recycling, composting, incineration and landfills are the common ways of disposing all kinds of waste. Landfill is the main method of waste disposal in Malaysia but studies have reported that solid waste is disposed in landfills without any pre-treatment causing ground water pollution. Thus, composting is recognised as an economic and environmentally friendly solution to divert food waste from landfills. This method also conserves limited landfill space and helps to reduce greenhouse gas emissions. In the composting process, organic matter is broken down in a zero-oxygen atmosphere to form a gas mixture known as biogas, which consists of methane, carbon dioxide and other small quantities of hydrogen, hydrogen sulphide, ammonia and other trace gases. The production of biogas such as biomethane from the composting process has a great potential to be used as biofuel for green vehicles.

2.3 Food Waste Policies

In 2007, the Malaysian government implemented the Solid Waste and Public Cleansing Management Bill. A significant sum of money was allocated to manage the amenities from roads and toilets to drains, food courts and grassed areas by the roadside, and to finance the management of solid waste from commercial centres, public sites, construction sites, households, industrial zones and institutions as well as imported solid wastes. Recently, in line with the Eleventh Malaysia Plan (2016-2020), the government has revisited the Solid Waste and Public Cleansing Management Act 2007 (Act 672) in order to strengthen the institutional framework and to reinforce coordination among relevant ministries and agencies. As stated in the Eleventh Malaysia Plan, the Government target is to achieve a 22 per cent recycling rate among households in Malaysia by 2020. As a result, the Government is introducing

systems that enable better waste management to get households to practise recycling. It is projected that Malaysians will have cultivated better consumption and waste disposal behaviour by 2020.

3.0   CONCLUSION

Food waste is becoming an increasingly challenging problem in Malaysia that requires immediate attention from the government and awareness from the general public. To meet a sustainable food supply, it requires everyone's involvement along the food supply chain, including policy makers, food producers and suppliers, and food consumers. At the macro level, the government needs to focus on research, development and innovation to achieve the national goal in this particular area. Appropriate planning and implementation approaches need to be strengthened to prevent failure. In the future, further research is needed to enhance and develop specific policies so that food sustainability can be successfully achieved.

Adapted from Siti Wahidah Abd Ghafar, *Food Waste in Malaysia: Trends, Current Practices and Key Challenges.* Retrieved from Food and Fertilizer Technology Centre website, http://ap.fftc.agnet.org/files/ap_policy/774/774_1.pdf

A I   Based on the report, answer the questions that follow.

1. What is the purpose of the report?

    _____

    _____

    _____

                                                                    (1 mark)

2. State the scope of the report.

    _____

    _____

    _____

                                                                    (1 mark)

A II Circle the correct option to answer each of the following items.

1. Food waste problems globally are related to

    I. ethics

    II. social

    III. economic

    IV. environmental

    A. I and II

    B   I and III

    C. II and IV

    D. I, II, III and IV   (2 marks)

2. The predicted increase in food waste problem in Malaysia correlates with

    I. urbanisation

    II. population increase

    III. economic expansion

    IV. cooking preparations

    A. I and II

    B   I, II and III

    C. I, III and IV

    D. I, II, III and IV   (2 marks)

3. The following are benefits from composting

    I. production of biofuel for green vehicles

    II. maintenance of limited existing landfills

    III. reduction of greenhouse gas emissions

    IV. provision of pre-treatment for solid waste

    A. I and II

    B   I and III

    C. I. II and III

    D. I, II, III and IV

                                                           (2 marks)

4. What are the aspects that the Government hopes all Malaysians to have in order to achieve a 22 per cent recycling rate by 2020?

    I. Food consumption

    II. Behavioural change

    III. Waste management

    IV. Introduction of a new waste disposal system

A. I and II

B   I and III

C. II and III

D. I, II, and IV

(2 marks)

A III Complete the following statements by writing your answer in NOT MORE THAN FIVE (5) WORDS.

1. Global food waste will cause people in some parts of the world to

_____

_____

(2 marks)

2. In 2015, statistics from Solid Waste Corporation of Malaysia showed that 3,000 tonnes of food

discarded_____

_____

(2 marks)

A IV State in the brackets provided whether each of the statements given below is True (T) or

False (F).

1. The problem of food waste is insignificant in developed countries. [ ]

2. A Malaysian household of five wastes RM183 annually on food. [ ]

3. Malaysia's population is expected to grow by four million in 2030. [ ]

4. Privatisation of waste management offers an integrated solid waste
management system. [ ]

5. The Eleventh Malaysia Plan (2016-2020) has initiated the coordination
among relevant ministries and agencies. [ ]

6. The involvement of food consumers can disrupt sustainable food supply. [ ]

(6x1m= 6 marks)

A V Match the bold words in the following sentences with words that mean the same in the report.
Refer to the part of the report indicated in the brackets. Then write the words from the report
in the blanks provided.

1. **Around** 40 per cent of the community project that encourages reading habit
among young children in the village has been completed.
(Introduction) _____

2. Our jungle is host to a **variety** of strange but beautiful flora and fauna.
. (Food Waste Trends) _____

3. They **encountered** many challenges when climbing Mount Everest.
(Food Waste Management) _____

4. The school wants to **control** the bullying problems among the school
children before it gets worse.

(Food Waste Management) _____

5. Her parents gave her a small **amount** of money to start her online business.
   (Food Waste Policies)

   _____

6. This 100-year old college has **nurtured** in me the love for arts and music.
   (Food Waste Policies)

   _____

7. The postal service promises the clients **prompt** delivery for the festive season.
   (Conclusion)

   _____

8. You could **improve** your appearance by having a proper hairstyle.
   (Conclusion)

   _____

(8x1m = 8 marks)

A VI. Circle the most appropriate answer from the options given.

Cybercrime, also called computer crime, involves the use of a computer as an instrument to carry out illegal activities, such as committing fraud, trafficking of child pornography, thefts of intellectual property, stealing identities and violating privacy. The recent Wannacry malware, which uses threat to demand money from users, is one example of a cybercrime that (1)_____ 300,000 devices in 150 countries.

Due to the ever increasing number of internet users (2)_____, people with criminal minds see cyber users as potential victims for their personal evil gains. Hence, cybercrime has seen a sudden (3)_____ in the number of cases all over the world. Malaysia is no (4)_____ . In view of this, the government's plan to introduce new legislation to curb cybercrimes is timely due to the rapid increase in complaints related to cyber security (5)_____ every year since 2010.

Deputy Prime Minister said that the new legislation would be tabled (6)_____ . He said is is important that the new legislation be enforced strictly in combating all forms of cybercrimes that (7)_____ the recruitment of terrorists and sourcing of funds for terrorism, money laundering and online gambling.

Data from Cyber Security Malaysia, an agency under the Science, Technology and Innovations Ministry, show a total of 2,428 cybercrime cases (8)_____ between January and April last year. Fraud case detetected in cyberspace for example, also jumped 20 per cent (9)_____ 2014 and 2015. Besides farud, the (10)_____ number of cybercrime cases reported was spam.

Cyber Security Malaysia Chief Executive Officer, Datuk Dr. Amirudin Abdul Wahab, recently pointed out that countering cybercrime would be (11)_____ challenging. This is due to the very rapid (12)_____ in connected digital devices. I believe that the new legislation would help safeguard the interests and well-being of the people since every complaint could be acted upon through legal means.

Adapted from Thye, Lee Lam, It's Time Malaysia Introduces Legislation to Curb Cyber Crime
Retrieved from http://www.themalaymailonline.com

1. A. hit
    B. has hit
    C. have hit

2. A. global
    B. globally
    C. globalisation

3. A. leap
    B. leaps
    C. leaping

4. A. except
    B. excepted
    C. exception

5. A. receive
    B. receives
    C. received

6. A. soon
    B. sooner
    C. soonest

7. A. include
    B. includes
    C. including

8. A. reported
    B. was reported
    C. were reported

9. A. from
    B. since
    C. between

10. A. high
    B. higher
    C. highest

11. A. increased
    B. increasing
    C. increasingly

12. A. grow
    B. growth
    C. growing

(12x1m=12 marks)

SECTION B (20 marks)

REPORT WRITING

Based on the situation and figures given, answer all questions that follow.

Cyber security awareness was the focus of the Cyber Security Awareness for Everyone (CyberSAFE) Seminar organised by the National Council of Women's Organisation Malaysia (NCWO) in collaboration with CyberSecurity Malaysia. Recent statistics revealed that 70 per cent of commercial crimes today are cyber-related. More alarmingly, cyber criminals often operate from outside Malaysia, creating huge challenges for the Royal Malaysian Police to bring them to justice. The objective of this seminar was to raise awareness on this pressing issue so that the public can work together in combating the problem and minimising risks for Malaysians when they go online. As this is becoming serious all over the country, efforts should be taken to improve the situation.

Figure 1 illustrates the number of reported incidents of cybercrimes in Malaysia between 2012 and 2017. Table 1 presents the number and type of cybercrime incidents in 2016 and 2017. It is important to educate and enhance the awareness of the general public on the technological and social issues facing internet users, particularly on the risks they face online. As a research officer who attended the seminar, you have been instructed by the Chairperson of CyberSAFE, Tan Sri Dato' Seri Profesor Emeritus Dr. Sharifah Hapsah bt Syed Hasan Shahabudin to write a report highlighting the seriousness of cybercrime in Malaysia for the past few years. Finally, you are requested to suggest some preventive measures that the public should take to reduce the number of cybercrime incidents in Malaysia.
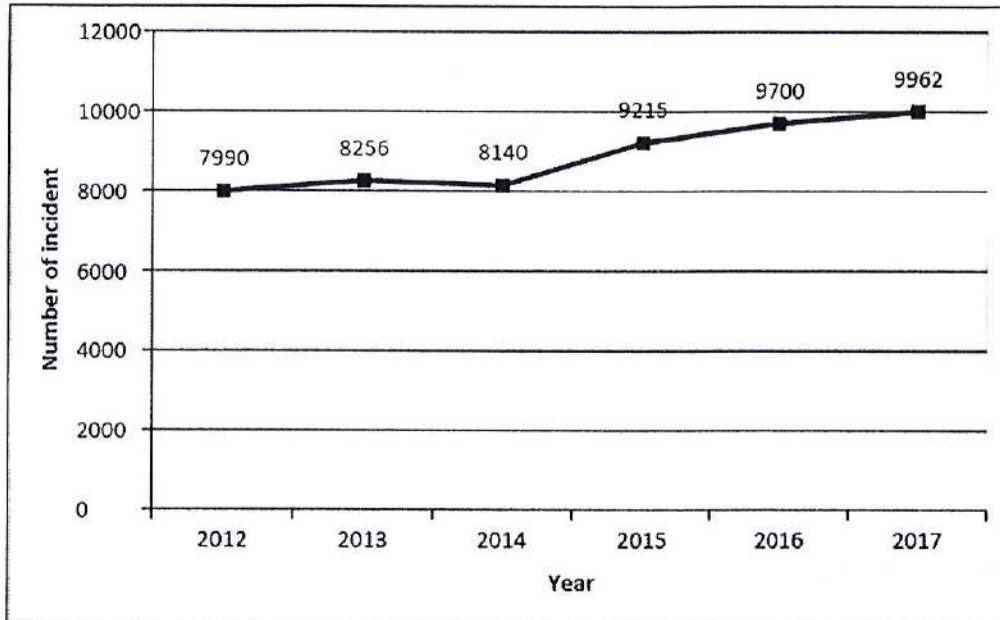
Figure 1. Reported Incidents of Cybercrime in Malaysia, 2012-2017

Year Type of Cybercrime	2016	2017
Cyber Harassment	759	600
Malicious Codes	785	844
Spam	2706	2790
Fraud	2821	3021
Intrusion	2629	2707
Total	9700	9962

Table 1. Type of Cybercrime Incidents in 2016 and 2017

Adapted from https://www.mycert.org.my/statistics/2017.php

CyberSecurity Malaysia's Outreach & Corporation Communication Department
Level 5, Sapura@Mines, The Mines Resort City
Seri Kembangan

Memorandum

TO   : _____ (1 mark)

FROM   : _____ (1 mark)

DATE   : 25 March 2018

SUBJECT   : _____

            _____

(2 marks)

1.0 INTRODUCTION

Cybercrime is growing in Malaysia, as statistics from CyberSecurity Malaysia show. For example, fraud cases detected in cyberspace increased by 24 % between 2012 and 2017. Fraud is one of the top cybercrimes besides intrusion and spam. Between 2012 and 2017, CyberSecurity Malaysia received 53,263 cyber security incident reports.

CyberSecurity Malaysia CEO, Datuk Dr Amirudin Abdul Wahab, pointed out that countering cybercrime will be increasingly challenging due to the exponential growth of connected devices. This issue has raised concern among the authorities and the public. The country's Internet security agencies and experts are enhancing Malaysia's defence against the increasing threat of cyber criminals.

This report is based on the findings gathered at the seminar.

The purpose of this report is to _____

_____

(1 mark)

This report will also _____

_____

(1 mark)

2.0 FINDINGS

The following are the analyses of the data in Figure 1 and Table 1:

2.1 General Trend of Reported Incidents of Cybercrime in Malaysia between 2012 and 2017

_____

_____

_____

(2 marks)

2.2 Analysis of Reported Incidents of Cybercrime in Malaysia between 2012 and 2017

_____

_____

_____

(2 marks)

2.3 Analysis of Type of Cybercrime Incidents in Malaysia in 2016

_____

_____

_____

(2 marks)

2.4 Comparison of Cyber Harassment and Fraud between 2016 and 2017

_____

_____

_____

(3 marks)

3.0 CONCLUSION

As the number of reported incident of cybercrimes increases yearly, serious efforts should be taken by the authorities and the public to curb this problem. The authorities and the public should be more responsible in minimising the chances of becoming victims of cybercrimes. Therefore, they need to take necessary actions to reduce the number of cybercrimes in Malaysia.

3.1 Forecast on the number of Incidents of Cybercrime in Malaysia in 2022 (if preventive measures were not taken by the authorities)

_____

_____

_____

_____

(3 marks)

3.2 Recommendation

The following are two actions that should be taken by the public to reduce the number of Cybercrime incidents in Malaysia

3.2.1_____

_____

3.2.2_____

_____

(2 x 1m = 2 marks)

END OF QUESTION PAPER

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