



**FINAL EXAMINATION / PEPERIKSAAN AKHIR**  
**SEMESTER 2 – SESSION 2015 / 2016**  
**PROGRAM KERJASAMA**

COURSE CODE : ULAB 2032  
KOD KURSUS

COURSE NAME : ENGLISH FOR PROFESSIONAL COMMUNICATION  
NAMA KURSUS

YEAR / PROGRAMME : 2<sup>ND</sup> – ALL PROGRAMME / DUA – **SEMUA PROGRAM**  
TAHUN / PROGRAM

DURATION : 2 HOURS / 2 JAM  
TEMPOH

DATE : APRIL 2016  
TARIKH

**INSTRUCTION/ARAHAN :**

1. Answer **ALL** questions in the spaces provided in this question paper.  
*Jawab **SEMUA** soalan di ruang yang disediakan di dalam kertas soalan ini.*

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

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

This examination paper consists of 17 pages including the cover page  
*Kertas soalan ini mengandungi 17 muka surat termasuk muka hadapan*

**SECTION A (40 marks)**

**REPORT: COMPREHENSION**

**Read the following memo report carefully.**

*URBAN TRANSPORTATION DEPARTMENT*  
Kuala Lumpur City Hall  
Memorandum

TO : Dato' Dr Azmi bin Ramlee, Director

FROM : Sabrina binti Zuhaidi, Researcher

DATE : 28 March 2016

SUBJECT : Issues and Solutions Related to Traffic Congestion Problem in Kuala Lumpur

**1.0 INTRODUCTION**

According to the World Bank's 2015 Malaysia Economic Report, traffic congestion in Kuala Lumpur city centre was estimated to cost around USD3 to USD7 billion or RM13 to RM31 billion (one to two per cent of the country's GDP) in 2014. With 93 per cent of Malaysian households owning at least one car, this high cost of traffic is unavoidable. In order to ensure Kuala Lumpur's position as an international commercial and financial centre is not compromised, comprehensive and efficient transportation system networks with good inter-city and intra-city linkages have been identified as the enabling factors to help ease traffic jams.

In order to have a practical transportation system networks within Kuala Lumpur, there is an urgent need for the City Hall to examine the reasons why traffic congestion problem is becoming persistent. The increased volume of people traveling to and from Kuala Lumpur has contributed to the increasing reliance on private transportation and in turn has resulted in the present traffic congestion problems. The City Hall should look for long term solutions from all possible perspectives. In this way, the City Hall would be able to provide an efficient and workable solution that allows all members of the community equal accessibility to all areas and facilities. The City Hall also hopes that city community gain maximum benefits of living and working in the city. Thus, the aim of this report is to highlight issues and solutions related to the traffic congestion problem in Kuala Lumpur.



## 2.0 FINDINGS

### 2.1 The Travel Demand

Although the population of the city centre accounts for only 3.3 per cent of total population of the Klang Valley region, approximately 19 per cent of the 8.3 million trips made daily within the Klang Valley region are trips generated in the city centre. The high travel demand has been met mainly by privately owned cars. In addition, low vehicle occupancy has further worsened the problem. As a consequence, there has been congestion and a serious reduction of travel speed on main roads in many parts of Kuala Lumpur especially in the city centre as well as in the east and south.

### 2.2 The Transportation Institutional Framework

The institutional structure responsible for urban transportation within Malaysia and Kuala Lumpur is divided between federal departments and City Hall Kuala Lumpur (CHKL). The CHKL Urban Transport Department is entrusted with wide ranging coordination and administrative functions for the planning of urban transportation system in an effective manner. The Federal Government, on the other hand, deals with national transportation blueprints, policy guidelines and matters concerning nationwide administration and planning.

The private sector's involvement in the provision of transportation infrastructure has expanded. Its original role is to oversee bus and taxi operations. Currently, it is also responsible for the construction and the implementation of toll roads as well the operation and maintenance of the commuter, Light Rapid Transit (LRT) and People Mover Rapid Transit (PRT) systems. There is a degree of overlap and duplication in the functions of the various agencies responsible for Kuala Lumpur's transportation network which has led, in some instances, to conflicting policies or programmes. As a result, this inadequate coordination of policies concerning public or private mode of transport has made it difficult for the department to formulate consistent policies for public and private transportation.

### 2.3 The Rail-based Public Mode of Transport

Rail services have become a significant factor in public mode of transport in Kuala Lumpur since the opening of the LRT System 1, *Sistem Transit Aliran Ringan Sdn Bhd* (STAR) in 1996 and subsequently the LRT System II or *Projek Usaha Sama Transit Ringan Automatik* (PUTRA) in 1998. Together they provide approximately 50 kilometres of rail network with 40 stations. In addition to the LRT, the PRT which is a monorail system serves offices and other commercial centres within the city centre. The monorail's 10-kilometre route with 10 stations acts as a downtown people mover

operating on an elevated track. Similarly, the Express Rail Link (ERL), a high-speed rail system, connects KL Sentral and Kuala Lumpur International Airport (KLIA). The ERL terminus at KL Sentral functions as a city airport terminal for KLIA. At KL Sentral station, an intermodal facility is being provided with KTM Commuter, PRT and LRT System II, where users can transfer between the various modes of transport to their desired destinations. As for the KTM Commuter, the upgrading of KTMB rail services sees that 137 kilometres of rail services added between Rawang to Seremban route and between Sentul to Port Klang route passing through 39 stations. This service allows commuters to capture a significant portion of the long distance daily travel needs between Kuala Lumpur and the suburbs.

At present, LRT and commuter rail usage has been encouraging. However, optimal usage has not been achieved due to several reasons such as inadequate interchange facilities at stations including car and motorcycle parking and pedestrian linkages; lack of integration between rail-based stations; and poor support services including inadequate feeder bus frequency and service coverage. It is revealed that rail-based public transportation services are far less accessible than bus services and, consequently, their ability to service passengers in a single trip from origin to destination is very limited.

### **3.0 Conclusion**

The findings show that the problem of traffic congestion in Kuala Lumpur is due to the increase in the number of private cars entering and leaving the city. There has been a demand for a practical solution to lessen the occurrences of traffic jams. Recognising this need, the City Hall should work with the Federal agencies and private sectors involved to revise the travel demand generating in the city centre, develop reliable policies for public and private transportation and devise a more efficient and convenient rail travel. Due to the current economic situation faced by Malaysia, the City Hall may encounter challenges and need to collaborate effectively with all sectors to reduce traffic congestion in Kuala Lumpur. This collaboration is pertinent as one of the ways to solve the problem.



**AI Based on the report, answer the questions that follow.**

1. What is the purpose of the report?

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(1m)

2. State the scope of the report.

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(1m)

**All Circle the correct option to answer each of the following items.**

1. The following are factors to help ease traffic congestion **except**

- A. the City Hall's intervention
- B. reliance on private transportation
- C. decent inter-city and intra-city linkages
- D. effective transportation system networks

(2m)

2. Which of the following are the expected results of City Hall's action to find long term solution for traffic congestion in the city?

- I. reduction in cost
- II. improved living and working conditions
- III. reduction of vehicles entering Kuala Lumpur
- IV. equal access to areas and amenities for the public

- A. I and II
- B. II and III
- C. III and IV
- D. II, III and IV

(2m)

3. Which of the following are under the jurisdiction of the Federal Government?

- I. policy guidelines
- II. urban transportation system
- III. national transportation blueprints
- IV. nationwide administration and planning

- A. I and II
- B. I and III
- C. I, II and III
- D. I, III and IV

(2m)

4. What are the factors that reduce optimal usage of LRT and commuter rail?

- I. irregular feeder bus
- II. poor support services
- III. insufficient interchange facilities at stations
- IV. limited integration between rail-based stations

- A. I and II
- B. I and III
- C. I, II and III
- D. I, II, III and IV

(2m)

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

1. Vehicles with few passengers commuting on major traffic routes during peak hours have

\_\_\_\_\_

\_\_\_\_\_ (2m)

2. Overlapping and repetition in the functions of several agencies responsible for Kuala Lumpur's transportation network has led to \_\_\_\_\_

\_\_\_\_\_ (2m)

AIV State in the brackets provided whether each of the statements given below is True (T) or False (F).

1. High travel demand and high vehicle occupancy have caused more traffic congestion. [ ]
2. The private sector only handles the construction and the implementation of toll roads. [ ]
3. STAR and PUTRA have been developed in the 1990s. [ ]
4. KL Sentral serves as an interchange station to commuters who travel via KTM Commuter, PRT and LRT System II. [ ]
5. For a single trip travelled in Kuala Lumpur, the bus offers better services than rail-based public transportation. [ ]
6. The cooperation between the City Hall and other sectors is one of the ways to reduce the traffic congestion problem in Kuala Lumpur. [ ]

(6x1m=6m)

**AV 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. The **current** economic situation has forced Malaysians to change their lifestyle.  
(Introduction) \_\_\_\_\_
  
2. Businesses do aggressive marketing in order to **get** a lot of profit.  
(Introduction) \_\_\_\_\_
  
3. The distance from this village to the nearest town is **roughly** 70 kilometres.  
(The Travel Demand) \_\_\_\_\_
  
4. Emma has been **assigned** with the responsibility of painting the hostel block.  
(The Transportation Institutional Framework) \_\_\_\_\_
  
5. One of the **important** issues discussed in the meeting was to reduce vaping among university students at the hostel.  
(The Rail-based Public Mode of Transport) \_\_\_\_\_
  
6. The **raised** platform allows the audience to have a full view of the performance.  
(The Rail-based Public Mode of Transport) \_\_\_\_\_
  
7. The company **permits** the staff to have flexible working hours.  
(The Rail-based Public Mode of Transport) \_\_\_\_\_
  
8. The post graduate student would like to **improve** the methodology of the research.  
(Conclusion) \_\_\_\_\_

(8x1m=8m)



**AVI Circle the most appropriate answer from the options given.**

KUALA LUMPUR, Jan 20 — Property prices are expected to experience a moderate drop this year. James Wong, organising chairperson of the 9th Malaysian Property Summit, (1) \_\_\_\_\_ that 2016 will be challenging as many will be affected by the economic slowdown and the higher cost of living. This will result in some buyers holding off and developers (2) \_\_\_\_\_ their launches of new properties.

At primary market transaction, it is expected that there will be (3) \_\_\_\_\_ launches this year and the number of house buyers will be lower. (4) \_\_\_\_\_, the banks also anticipate that there will be more auction and foreclosures of properties this year. Wong said during a press conference that there (5) \_\_\_\_\_ eight per cent drop in the third quarter last year. Although housing developers (6) \_\_\_\_\_ a recession in 2016, it is predicted that there will be a moderate decline in the property market.

On top of the (7) \_\_\_\_\_ property prices, developers will also be offering various perks to entice more buyers despite Bank Negara Malaysia discouraging the practice. Wong also believed that developers will likely stagger their launches in order to control (8) \_\_\_\_\_ supply of new property entering the market. "This year buyers should expect developers to offer freebies. Free legal fees (9) \_\_\_\_\_ but developers will have creative ways of promoting and selling their property," he explained.

It is also predicted that in 2016 developers (10) \_\_\_\_\_ their focus to building more mid-priced homes in smaller numbers. Previously, the practice of these developers was to target high-end properties which are (11) \_\_\_\_\_ profitable. Mr Adlan, the president of the Association of Valuers, Property Managers, Estate Agents and Property Consultants in the Private Sector said that there are two types of markets for property. The primary market refers to the market controlled by housing developers (12) \_\_\_\_\_ the secondary market refers to the sale of existing property by homeowners. Between both markets, the secondary market will control the direction of the property market this year.

Adapted from [www.themalaymailonline.com/malaysia/article/property-experts-say-home-prices-to-dip-due-to-lower-demand-supply-overhang#sthash.D3bNi3BI.dpuf](http://www.themalaymailonline.com/malaysia/article/property-experts-say-home-prices-to-dip-due-to-lower-demand-supply-overhang#sthash.D3bNi3BI.dpuf)

1. A. report  
B. reports  
C. reported

7. A. declining  
B. stagnating  
C. increasing

2. A. reduce  
B. reduced  
C. reducing

8. A. -  
B. a  
C. the

3. A. less  
B. little  
C. least

9. A. is not allowed  
B. are not allowed  
C. were not allowed

4. A. However  
B. Moreover  
C. Consequently

10. A. will shift  
B. must shift  
C. could shift

5. A. is  
B. was  
C. were

11. A. more  
B. many  
C. much

6. A. is not expecting  
B. are not expecting  
C. were not expecting

12. A. likewise  
B. whereas  
C. although

(12x1m=12m)

**SECTION B (20 marks)**

**REPORT: WRITING**

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

According to Malaysian Institute of Road Safety Research (MIROS), the number of road fatalities in the country has reached an alarming level. It has been observed that driver attitude and driving style play a crucial role in the cause of accidents. Some accidents have caused loss of lives and permanent injuries. Millions of ringgit had been paid out by insurance companies in accident claims. Hence, the government has worked hard through its various agencies towards reducing the number of accidents but all that failed to achieve its goal.

As a researcher at MIROS, you have been instructed by the Director General, Prof Dr Ahmad Farhan Bin Sadullah, to conduct a study on this matter. At the end of the study, you are required to write a report highlighting the cases of road accidents and the type of roads on which they occurred for the past few years. Finally, you are required to suggest ways for the relevant authorities to improve the quality of the roads.



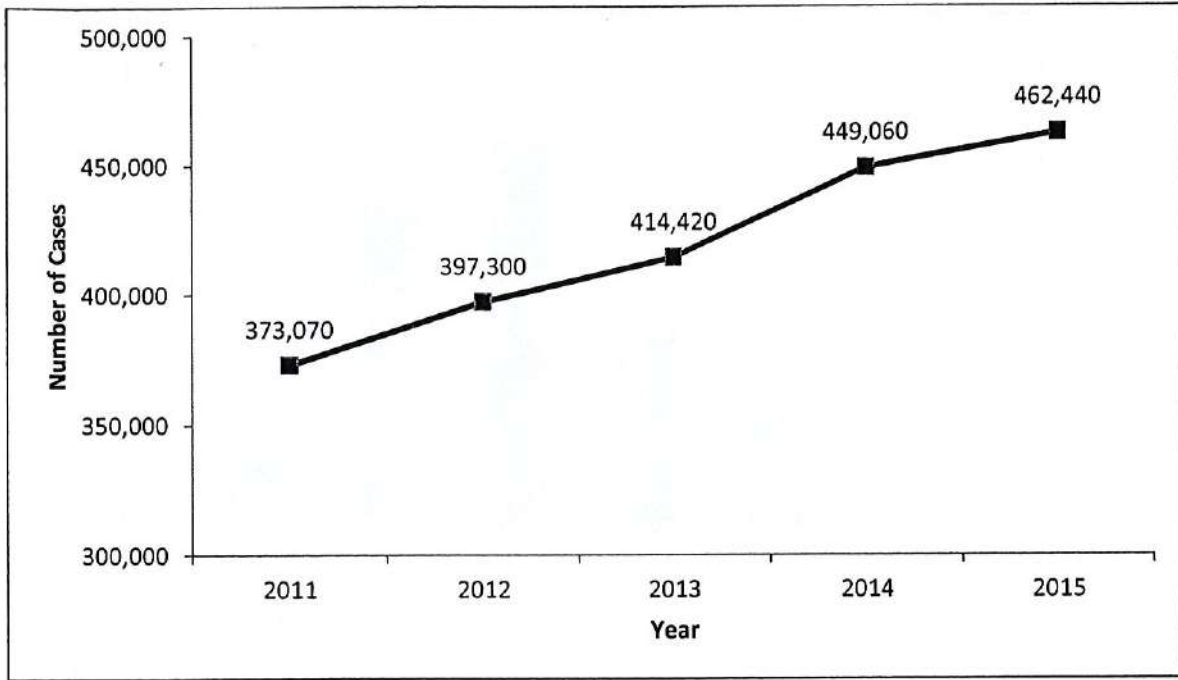


Figure 1: Road Accidents in Malaysia, 2011-2015

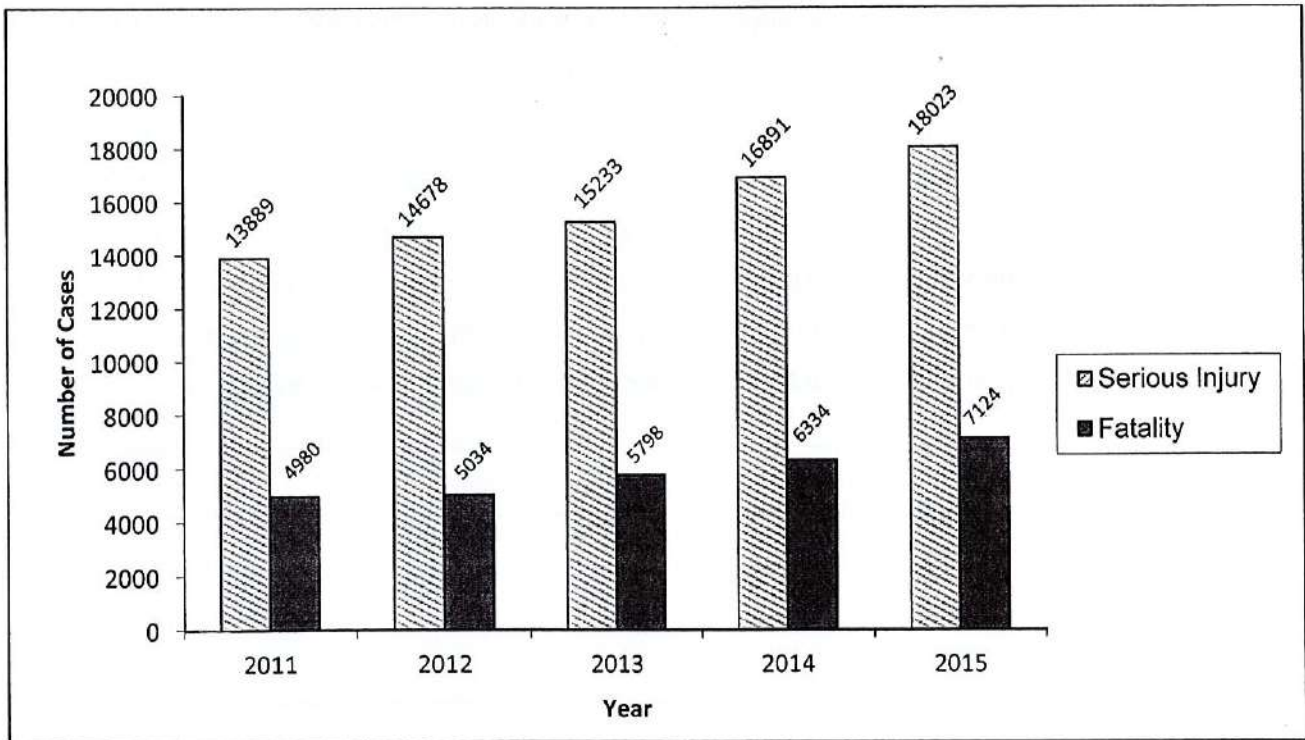
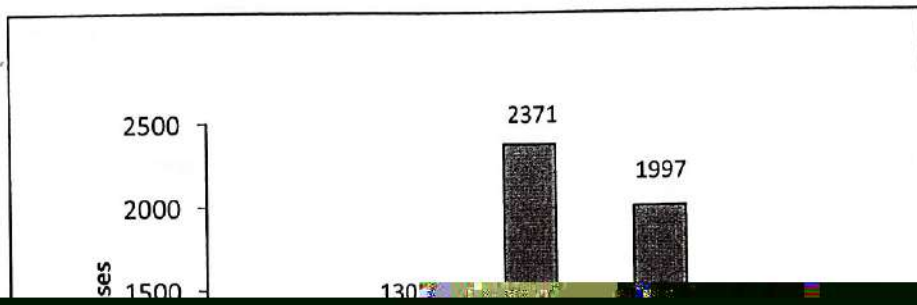


Figure 2: Serious Injury and Fatality due to Road Accidents, 2011-2015



Research and Analysis Unit  
Malaysian Institute of Road Safety Research (MIROS)  
Lot 125-135, Jalan TKS 1, Taman Kajang Sentral, 43000 Kajang, Selangor Darul Ehsan

Memorandum

TO : \_\_\_\_\_ (1m)  
FROM : \_\_\_\_\_ (1m)  
DATE : 4 April 2016  
SUBJECT : \_\_\_\_\_  
\_\_\_\_\_  
(2m)

**1.0 INTRODUCTION**

For the past five years, the number of road fatalities and serious injuries has been increasing. The relevant authorities have put much effort to reduce the occurrences of road accidents. Unfortunately, despite all efforts from the government agencies and even Non-Governmental Organisations (NGOs), the number of accidents does not seem to reduce.

Initial investigation revealed that most of the road accidents seemed to be largely influenced by the types of roads the motorists chose followed by drivers' attitude and driving style. Hence, the different road categories are partly responsible for accidents leading to fatalities and serious injuries. If no serious action is taken by the relevant authorities soon to look into the quality of roads affecting the safety of motorists and road users, Malaysia may witness a further increase in the number of road accidents and fatalities. Hence, this report attempts to

\_\_\_\_\_  
\_\_\_\_\_  
(1m)

This report will also \_\_\_\_\_  
\_\_\_\_\_  
(1m)



**2.0 FINDINGS**

The following are the analyses of the data in Figure 1, 2 and 3:

**2.1 General Trend of Road Accidents from 2011 to 2015**

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(2m)

**2.2 Analysis of Serious Injury Due to Road Accidents between 2011 and 2015**

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(2m)

**2.3 Analysis of Fatal Accidents by Road Category in 2015**

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(2m)

**2.4 Relationship between the Number of Road Accidents and Fatality from 2011 to 2015**

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(3m)

**3.0 CONCLUSION**

Both the number of road accidents and fatalities in Malaysia are increasing despite much effort has been put into curbing such occurrences. The category of roads that motorists chose seems to be directly responsible for the road accidents.

**3.1 Forecast**

Forecast on the number of Fatal Road Accidents in 2020 (if no further action is taken by the relevant authorities)

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(3m)

**3.2 Recommendation**

Therefore, the relevant authorities should play an active role in reducing future road accidents. The following are two measures that could be taken:

3.2.1 

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3.2.2 

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(2x1m=2m)

**END OF PAPER**