



FINAL SEMESTER EXAMINATION

Student NRIC : _____

Student ID : _____

Programme	:	DIPLOMA IN LOGISTICS MANAGEMENT (MQA/FA9212) DIPLOMA OF ACCOUNTANCY (MQA/FA9212) DIPLOMA IN COMPUTER STUDIES (MQA/PA 13808) DIPLOMA IN E-BUSINESS TECHNOLOGY (MQA/PA13807)
Intake	:	SEPTEMBER 2021
Course	:	PUBLIC SPEAKING
Course Code	:	MPU2233
Duration	:	3 hours

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. This question paper consists of **FOUR (4)** questions
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 7 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

For examiner's use only

QUESTION NO.	MARKS
1	/ 25
2	/ 25
3	/ 25
4	/ 25
Total	/ 100

Answer **ALL FOUR (4)** questions on the separate sheet provided.

[100 marks]

1. Choose the most suitable answer. (25 marks)
- a) Public speaking is different from conversation in each of the following ways **EXCEPT**
- A it is more highly structured.
 - B requires a different method of delivery.
 - C is more carefully tailored to the audience.
 - D requires more formal language.
- b) In most speech situations, each of the following should happen in an introduction, **EXCEPT**
- A creating suspense by withholding the central idea until the body of the speech.
 - B getting the attention and interest of the audience.
 - C previewing the body of the entire speech.
 - D establishing the speaker's credibility and good will.
- c) In most cases, an introduction should **NOT** constitute more than _____% of a speech.
- A 5-10
 - B 10-20
 - C 15-30
 - D 30-40
- d) A speaker's credibility is **MOST** clearly determined by the audience's perception of
- A cleanliness and neatness
 - B vocal pitch and volume.
 - C posture and stance.
 - D competence and character
- e) The conclusion of a speech should serve to
- A establish the speaker's credibility.
 - B reinforce the central idea.
 - C reveal the topic of the speech.
 - D generate interest in the topic.
- f) Which of the following is **NOT** a common weakness associated with delivering the conclusion of a speech?
- A Abruptness.
 - B Posing a question that has no definite answer.
 - C Introduction of new or irrelevant material.
 - D Distracting attention away from body of speech.
- g) Each of the following is a common function of a speech of presentation **EXCEPT**
- A explain in detail each of the person's accomplishments.
 - B acknowledge the recipient's achievements.
 - C explain why the person is receiving the award.
 - D explain the purpose of the award (if the audience is unfamiliar with it).

- h) What does a successful speech require?
- A Knowledge of both sources and the types of supporting material that speech makers typically use.
 - B To write about skills and hobbies in which you are expert.
 - C Talk about a subject with which you have had some personal experience.
 - D None of the above.
- i) What kind of topics are important for a speech?
- A Any kind of topics.
 - B Topics that only you find interesting.
 - C Topics that matter to your listeners, as well as to yourself.
 - D All of the above.
- j) After-dinner speeches are **BEST** thought of as a means of
- A explanation.
 - B flattery.
 - C entertainment.
 - D appreciation.
- k) When preparing the main points of a speech, one should do each of the following, **EXCEPT**
- A use the same pattern of wording for each point.
 - B list them all in some form at the beginning and end of the speech
 - C keep them separate
 - D balance the amount of time spent on each point
- l) The quickest way to establish a communicative bond with a group of listeners is usually to
- A relate a personal anecdote
 - B introduce a visual aid
 - C establish eye contact
 - D ask a pointed, relevant question
- m) Which of the following would **NOT** be a component of a demographic analysis of an audience?
- A Gender
 - B Group membership
 - C Age
 - D Disposition toward topic
- n) **SIX (6)** major categories of nonverbal behaviour are
- A eye contact, facial expression, rhetorical question, movement, body language
 - B facial expression, physical appearance, posture, eye contact, hand movement, smile
 - C eye contact, gestures, movement, posture, facial expression, personal appearance
 - D none of the above

- o) What are the **THREE (3)** general purposes for giving speeches?
- A To persuade, act and adjust to your speaking style.
 - B To inform, make people laugh and have fun.
 - C To inform, persuade and entertain.
 - D None of the above.
- p) In preparing a speech, a person outlines his main points as follows: (1) the information revolution is producing technologies that will alter our educational system. (2) The information revolution is rapidly changing the structure of the average person's workday. (3) The information revolution is on track to change even the way people spend their leisure time.
- In what way has the person arranged his main points?
- A Chronologically
 - B Causally
 - C Topically
 - D Spatially
- q) A speaker plans to give a speech about the interior design of ancient house of a Straits Chinese. In order to deliver his speech most effectively, he should arrange the main points of his speech in _____ order.
- A spatial
 - B topical
 - C problem-solution
 - D chronological
- r) The three types of questions that give rise to persuasive speeches are
- A questions of opinion, fact and policy
 - B questions of fact, value and policy
 - C questions of problem, cause and solution
 - D questions of opinion, attitude and value
- s) In a persuasive speech, a speaker must be concerned with the audience's
- A attitudes toward the topic.
 - B beliefs about the topic.
 - C knowledge about the topic.
 - D all of the above
- t) Which of the following is an instance of persuasive speaking?
- A A president of a company presenting an award to an outstanding employee.
 - B A judge explaining the rules of evidence to a jury in a criminal trial.
 - C A marketing manager explaining a new products to the company's sales force.
 - D A union representative urging management to avoid a strike by raising wages.
- u) The main difference between 'impromptu' and 'extemporaneous' speaking is that
- A impromptu speaking requires written notes.
 - B extemporaneous speaking is more topical.
 - C impromptu speaking involves smaller audiences.
 - D extemporaneous speaking is carefully prepared and practised in advance.

- v) Each of the following should be used as a guideline for using visual aids to a speech or presentation **EXCEPT**
- A avoid distributing visual aids among the audience.
 - B display visual aids throughout the entire presentation.
 - C avoid using a chalkboard for visual aids.
 - D explain visual aids concisely.
- w) The type of visual aid best suited for showing comparisons between two or more items is the
- A bar graph
 - B pie chart
 - C chart
 - D line graph
- x) When using visual aids in a speech, you should
- A display visual aids only while discussing them.
 - B maintain eye contact with audience showing visual aids.
 - C avoid passing visual aids among the audience.
 - D all of the above
- y) When delivering a speech, which of the following means of support is **MOST** likely require the use of visual aids?
- A Statistics.
 - B Hypothetical examples.
 - C Testimony.
 - D Extended examples.

Total:[25 marks]

2. a) Briefly explain **THREE (3)** benefits of public speaking. (6 marks)
- b) Public speaking is similar to conversation in certain aspects. What are the differences between public speaking and conversation. State **FOUR (4)** differences. (4 marks)
- c) Some people said that people who suffer from speaking anxiety are neurotic. Is this true? Explain. (4 marks)
- d) One can avoid speaking anxiety by writing his or her speech out word for word and memorize it. Do you agree? Why? (4 marks)
- e) Some people may suffer 'butterflies in their stomach' during public speaking. Suggest **FOUR (4)** tips to overcome this problem. (4 marks)
- f) Apart from butterflies in stomach, state any **THREE (3)** symptoms of communication apprehension. (3 marks)

Total: [25 marks]

3. a) It is important to 'hook' the audience with a good introduction. Suggest **FOUR (4)** ways to get attention of the audience in your introduction. (4 marks)
- b) You are a senior counselor. As you were reading, you came across a few research papers about truancy among students in Malaysia. Among the extracts from some of the articles are as below:

Article 1

This research was conducted to study truancy behavior among students at a secondary school in Perak, Malaysia based on Choice Theory. The purpose of this study is to analyze the external and internal control psychology, the basic needs and the total behavior of the students involved in truancy. The research design is a case study. A total of four main respondents and three additional informants were involved in this study. Data were collected by structured interview and documents analysis. Data were analyzed using Nvivo software. Research findings showed that the (3 components) elements of love and belonging, fun and freedom are the most dominant basic needs among the respondents. The contribution of this study is meaningful in understanding truancy behavior among students based on Choice Theory so that early prevention can be taken in handling truancy behavior in school. This study also demonstrates the cross cultural application of Choice Theory and Reality Therapy.

Extracted from Ahmad Jazimin Jusoh "Truancy Among Students at a Secondary School in Malaysia Based on CT" UPSI

Article 2

In Malaysia, truancy has been identified as the second top discipline problem among the students which comprises of three main ethnic groups namely, Malay, Chinese and Indian. Truancy is defined as the practice of staying away from school without permission (Oxford Dictionary, 2010). According to Ministry of Education records, in 2010 out of 111, 484 discipline problem cases, 19, 545 cases involved truancy. In 2011, out of the 108, 650 discipline problem cases, 18, 550 involved truanting behaviour. In 331 332 Zahari Ishak and Low Suet Fin combating truancy, the Ministry of Education has implemented the system of warning letter. The school administration is given the authority to assign three types of warning letter to students who play truant. Warning letter type one will be given to students who skip school for more than ten days. Students absent from school unexcused for more than twenty days will receive warning letter type two; warning letter type three will be issued to students playing truant for more than forty days. Students will be expelled from school if they continue to play truant. However, parents and guardians can apply for them to be reregistered to the school.

Literature review shows that various factors contribute to truanting behaviour. Age, gender, ethnicity, family criminal history, special education and substance abuse are predictors for truancy (Zhang et al., 2010). The Office of Juvenile Justice and Delinquency Prevention, OJJDP (2001) states that generally four factors correlated with truancy are family, school, economic and students themselves. This is aligned with the findings by Baleinakorodawa (2009) which revealed that students' perceptions of their own ability and academic performance, the school and classroom environment, lack of parental, community and family support and teachers' attitudes have contributed significant impacts on truanting behaviour

Extracted from Zahari Ishak and Low Suet Fin "Truancy Among Malaysian Students: An Analysis Based on Ethnicity" Journal of Teaching and Education.

These research papers have prompted you to do something to curb truancy among students. For this purpose, you decided to deliver speeches in selected schools during Parents-Teachers Day where truancy may be more prevalent there.

- (i) What would be the most suitable title for your speech in those schools? (2 marks)
- (ii) State the general purpose. (2 marks)

(iii) State the specific purpose. (2 marks)

(iv) Prepare the script of your 10-minute speech for the students and parents. (15 marks)

Total: [25 marks]

4. a) What is manuscript reading of delivery? (1 mark)

b) To deliver an effective speech or presentation, visual aid helps. State **FOUR (4)** benefits of using visual aids in speeches or presentations. (4 marks)

c) You are an officer from Malaysian AIDS council. In an effort to create awareness among people about AIDS, you are invited to be a guest speaker in conjunction with World AIDS Day that falls on 1 December. Your audience consists of college students, ranging from 18 to 22 years old.

Write a suitable introduction for your speech. (8 marks)

d) You are the Chief Executive Officer for a company. Yesterday, one of your Senior Managers, Mr Chin Ho See passed away due to an accident. You and your staff are attending his funeral. As a Chief Executive Officer, you are required to deliver a short speech on behalf of the company.

Write a suitable speech for this occasion. (12 marks)

Total: [25 marks]

- END OF QUESTIONS -