



UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

Academic Year 2021 – 1st Year Examination – Semester 2

EN2106 – Communication Skills I

Multiple Choice Question Paper

March 2022

(ONE HOUR)

Important Instructions :

- The duration of the paper is **1(one) hour**.
- The medium of instruction and questions is English.
- The paper has **25 questions** and **8 pages**.
- All questions are of the **MCQ** (Multiple Choice Questions) type.
- All questions should be answered.
- Each question will have 5 (five) choices with **one or more** correct answers.
- All questions will carry **equal** marks.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from 0 (*All the incorrect choices are marked & no correct choices are marked*) to +1 (*All the correct choices are marked & no incorrect choices are marked*).
- Answers should be marked on the special answer sheet provided.
- Note that questions appear on both sides of the paper.
If a page is not printed, please inform the supervisor immediately.
- Mark the correct choices on the question paper first and then transfer them to the given answer sheet which will be machine marked. **Please completely read and follow the instructions given on the other side of the answer sheet before you shade your correct choices.**
- Calculators are **not** allowed.
- *All Rights Reserved.*

1) Which of the following statement is/are correct regarding *handwriting/typing*?

- (a) Touch typing helps you to type fast.
- (b) Handwriting is not important in the age of computers.
- (c) Writing with pen and paper helps you to get rid of the distractions of the digital world and lets your ideas flow.
- (d) Handwritten notes are legible than typed ones.
- (e) There is a high risk of typos in handwritten notes.

2) Select the sentence/s with correct *capitalization*.

- (a) The prime minister will address the parliament.
- (b) The teacher asked us to bring the following: A pencil, A ruler, Some rough papers.
- (c) My friend Nima lives South from the school.
- (d) My birthday falls on friday this year.
- (e) The summit will be presided by President Rajapaksha.

3) Select the sentence/s with correct *punctuation*.

- (a) They were in trouble. However they did not panic. Therefore they managed to successfully get to safety.
- (b) I was born on Sunday May 11, 1995.
- (c) "I saw him running away," Fanny reported.
- (d) "I'm truly shocked by your behavior!," I told her.
- (e) In archaeology, shaping a piece of stone by striking it is known as "knapping".

4) Which of the following is the most appropriate *connective* that fills the blank in the text given below?

..... you have apologized, we will not take any further actions against you.

- | | | |
|-----------------|-------------|---------|
| (a) When | (b) Since | (c) But |
| (d) Even though | (e) However | |

5) Which of the following is the most appropriate *conjunction* that fills the blank in the text given below?

My father and mother went out., Linda took the car and drove to the party.

- | | | |
|-----------------------|--------------|---------|
| (a) On the other hand | (b) Moreover | (c) But |
| (d) Meanwhile | (e) However | |

6) Which of the following correctly converts the given sentence into *passive voice*?

The kangaroo carried her baby in her pouch.

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|---|
| (a) The baby was been carried by the kangaroo in her pouch. |
| (b) The baby had been carried by the kangaroo in her pouch. |

- | | |
|--|---|
| | (c) The baby was carried by the kangaroo in her pouch.
(d) The baby was being carried by the kangaroo in her pouch.
(e) The baby has been carried by the kangaroo in her pouch. |
|--|---|
- 7) Which of the following correctly converts the given sentence into *active voice*?
- Were you recognized by her?**
- | |
|---|
| (a) Were she able to recognize you?
(b) Did she recognized you?
(c) Was she recognized by you?
(d) She recognized you?
(e) Did she recognize you? |
|---|
- 8) Which of the following is/are correct regarding *writing*?
- | |
|---|
| (a) The beginning and the conclusion of your writing should relate to the same goal.
(b) The language and style of your work should cater to the expectations of the audience.
(c) It is not important to understand the audience's needs before you start writing.
(d) Before you start writing, you need to identify the purpose.
(e) The purpose of your writing is not important. |
|---|
- 9) Which of the following should NOT be a part of a CV?
- | |
|--|
| (a) Employment history
(b) Religious affiliation
(c) Contact information
(d) Education
(e) Professional qualifications |
|--|
- 10) When should you send a *cover letter*?
- | |
|---|
| (a) Only when an advertisement specifically requests it.
(b) Every time you send out your CV.
(c) When you need to list your salary requirement.
(d) When you need to list references.
(e) When you want to thank the employer for selecting you for the job. |
|---|
- 11) Which of the following statement/s is/are correct regarding *an active listener*?
- | |
|---|
| (a) Ask questions to clarify certain points
(b) Voice the opinions respectfully.
(c) Interrupt with counter arguments.
(d) Simply takes in the words and offers no sign of hearing or understanding
(e) Always be judgmental. |
|---|

12) Which of the following is/are appropriate in *small talk*?

- (a) Good morning and welcome to the local news. Let's now have a look at the news headlines.
- (b) It looks like we are going to be here for a while, huh?
- (c) Did you hear about the hurricane at Trincomalee?
- (d) Looking forward to the weekend?
- (e) Oh! You look so fed up. Are you struggling with some problems at home?

13) Which of the following statement/s is/are correct regarding initiating an *official phone call*?

- (a) Know what you want out of the call.
- (b) Research who you will be speaking to.
- (c) Get to the point directly without introducing who you are.
- (d) Jot down a few talking points.
- (e) Ask if it's a good time to talk.

14) Which of the following you should NOT do in a job *interview*?

- (a) Give your opinion about the things that you would prefer to change in the company.
- (b) Smile, be natural and speak with confidence.
- (c) Be open and honest.
- (d) Try not to get into salary details early unless you are pressed.
- (e) Do not underestimate or overestimate yourself.

15) Which of the following statement/s should you consider before you prepare yourself to deliver a *speech*?

- (a) Make sure the speech is too long so that the audience will not get bored.
- (b) Know the audience in advance.
- (c) Research the topic well and write down the speech points/ facts on a piece of paper.
- (d) Try rehearsing in front of a small audience (e.g. two or three friends).
- (e) Make sure the opening of the speech is attention-grabbing.

Read the excerpt and answer questions from 16 – 25. These questions have only *one* correct response.

1. Contrary to the emerging trends in labour migration, where in some labour-sending countries prospective female migrant workers fall into debt when they attempt to finance their migration overseas, in Sri Lanka the reverse happens; women are seeking work overseas as a means of paying off accrued debt.

2. As reported widely in the local media, Sri Lankan women are increasingly seeking access to microcredit, largely enabled by the spread of microfinance lending institutes at the community level. As multiple borrowings become common and the debt burden rises, women scramble to stay ahead of the next loan payment. In the face of mounting debt, migration becomes attractive to these women who had not previously considered leaving the country in search of work.
3. According to government statistics, over 200,000 men and women migrate for work every year from Sri Lanka. **Men outpace their female counterparts now**, reversing a long-standing trend where women sought work in West Asia mostly as domestic workers. Government regulations that seek to control their outward migration have been largely viewed as a contributory factor leading to the slowing down of women's migration. Such regulations, however, cannot completely prevent women from migrating. This is mainly because the government structures are unable to provide a sound alternative to the problems women try to counter by searching for work overseas. Such efforts to offer alternative options are becoming more challenging especially in the face of the fast-emerging nexus between debt and migration. Moreover, this trend is closely linked to recruitment agents willing to financially 'compensate' women who wish to work as domestic workers in certain West Asian countries. Despite regulations to prevent offers of such financial incentives, this continues to be practiced quite widely.
4. The traditional reasons that pushed women to seek work overseas still matter, such as the wish to build a house for the family or to finance the children's education. Nevertheless, debt-induced migration is becoming commonplace across both the urban and rural settings.
5. Studies are consistently pointing out the desperation, stigma and the pressure the women experience when they are unable to repay their loans. In the face of such mounting pressure, women are compelled to seek immediate solutions. In doing so, however, they risk being exploited and receive incorrect information about migration options. In such instances, government regulations that prevent certain groups of women from migrating for work also appear to be counter-productive, as women are forced to circumvent these regulations and migrate at any cost.
6. Irregular migration in turn, raises the spectre of human trafficking and women being denied their rights as workers during their two-year contract period. The fact that they have accepted a financial incentive to secure employment overseas becomes a powerful tool for recruitment agents to use against women who wish to return prematurely or lodge complaints about their employer or working conditions. Similarly, women may not, in actuality, receive the promised amount, again raising concerns of being further exploited. In such instances, they have little access to legal recourse as such payments are not recognized nor encouraged within the migration process.

7. Attempting to prevent women from migrating for work overseas will only render limited success because these socio-economic concerns existent at the ground level have not been resolved. More importantly, the issue of debt-induced migration cannot simply be resolved only by the government entities that are assigned the tasks related to labour migration. What is required is a more concerted effort that brings together varied government and non-government entities to extend support to these women.
8. Seeking a way out of mounting debt through migration can be viewed as a new phase in labour migration. But what is troubling in this new 'turn' is that women opt to migrate to escape one form of exploitation and may very well expose themselves to further vulnerabilities. Unless these implications are well-understood, prospective female migrant workers may face higher risks of being exploited, both prior to and after migrating for work.

Source:<http://www.sundaytimes.lk/190811/business-times/women-debt-and-migration-an-emerging-nexus-361809.html>

16) What is meant by “**accrued**” in the first paragraph?

- (a) accumulated
- (b) decremented
- (c) increasing
- (d) huge
- (e) low

17) What is meant by “**Men outpace their female counterparts now**” in the third paragraph?

- (a) More than women, it is men who migrate to work from Sri Lanka.
- (b) More than men, it is women who migrate to work from Sri Lanka.
- (c) A large number of both men and women migrate to work from Sri Lanka.
- (d) The number of men migrating for work from Sri Lanka is lower than the number of women.
- (e) The number of men migrating for work from Sri Lanka is similar to the number of women.

18) Choose one reason why women cannot be completely prevented from migrating?

- (a) Government regulations control outward migration.
- (b) The inability of the government structures to provide better solutions for women's problems to which they are trying to find solutions by migrating.
- (c) The fast-emerging nexus between debt and motivation.
- (d) Recruitment agents are not willing to offer financial incentives.
- (e) Women crave work overseas.

19) What are the traditional reasons mentioned in the excerpt that tempted women to migrate?

- (a) Buying a land and building a house.
- (b) For children's education and building a house
- (c) Buying a house and for children's education
- (d) For children's education and to pay off debts
- (e) To pay off debts and build a house

20) What is the outcome of irregular migration?

- (a) Women being denied their rights as a housekeeper.
- (b) Increase in the likelihood of human trafficking
- (c) Less possibility of human trafficking
- (d) Women being denied their rights as a citizen
- (e) Women being given the rights as workers during their two-year contract period

21) Which statement is false?

- (a) Women who accept financial incentives from recruitment agents have no possibility to return before their contract period ends.
- (b) Women who accept financial incentives from recruitment agents are not able to lodge complaints against their employer.
- (c) Women who accept financial incentives have no access to legal resource even if they are not paid the promised amount.
- (d) Women who accept financial incentives from recruitment agents are denied their rights as a worker during her two-year contract period.
- (e) Women who accept financial incentives from recruitment agents are not able to lodge complaints about their working conditions.

22) Choose the false answer.

- (a) It is true that attempting to prevent women from migrating for work overseas will not be completely successful.
- (b) It is true that the issue of debt-induced migration can be easily resolved by the government entities that are assigned the tasks related to labour migration.
- (c) It is true that one reason for the failure in preventing women from migrating for work overseas is the existence of unresolved socio-economic concerns at the ground level.
- (d) It is true that the issue of debt-induced migration cannot simply be resolved only by the government entities that are assigned the tasks related to labour migration.
- (e) It is true that the issue will be easily solved if the government and non-government entities come together to assist the women attempting to migrate to pay off debts.

23) Which statement summarizes the fifth paragraph properly?

- a) Studies point out the desperation, stigma and the pressure the women experience when they are unable to repay their loans. However, government regulations prevent such women from migrating for work.
- b) When women are unable to repay their loans, they are mentally pressured and tend to find immediate solutions which are risky. However, such women are forced to migrate at any cost despite the government regulations which attempt to prevent such migrations.
- c) According to many studies it is evident that women are undergoing so much pressure when they are unable to pay loads back. In such instances, they find immediate solutions and ultimately risk being exploited. Finally they migrate even if there are government regulations to help the victims.
- d) Studies point out that women in debt are constantly under pressure and they are tempted to seek immediate solutions which are risky such as receiving false information. However, they migrate disregarding the government regulations.
- e) Those who are under pressure due to not being able to pay the loans seek immediate solutions. Then they risk being exploited and receiving false information regarding migration. However, at any cost they migrate.

24) Which of the following properly paraphrases paragraph 07?

- a) Women attempting to migrate for work to pay off their accumulated debts is a new phase in labour migration. The issue here is that women may be exploited before and after migrating for work.
- b) Women trying to migrate for work to pay off their debts is a new phase. But they may very well expose themselves to further vulnerabilities. Unless these implications are cohesive to the prospective female migrants they may face higher risks of exploitation.
- c) There is a new trend in labour migration. That is women attempting to migrate for work thinking of paying off their accumulating debts. However, the issue here is that even if these women wish to escape one type of exploitation, there is a possibility that they may become victims of further exploitation before and after migrating for work. If they are oblivious to this possibility of exploitation, they will be in trouble.
- d) Finding a way to clear mounting debts via migration is a new turn in labour migration. If those prospective female migrants cannot understand these implications properly, they may face higher risks of being exploited before and after migrating to work.
- e) Seeking a way out of mounting debts through migration could be seen as a new trend in labour migration. However, in this case, women opt to escape one form of exploitation and then they may expose themselves to other forms of exploitation.

25) The most appropriate title for this excerpt is,

- (a) Women, debt and migration
- (b) Types of Women migration
- (c) Migration
- (d) Migration in Sri Lanka
- (e) Reasons for Migration
