



FACULTY OF APPLIED SCIENCE, UNIVERSITY OF VAVUNIYA
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FIRST SEMESTER – FEBRUARY/MARCH -2023

ACU113/ACU1110/ACU1112 – ENGLISH LANGUAGE I (NEW & OLD SYLLABUS)

Time: 03 hours

Index No.....

ANSWER ALL QUESTIONS.

Part- I - READING

(Spend 45minutes for the part I)

1. Read the text below and answer the questions.

Attitudes towards Artificial Intelligence

A. Artificial intelligence (AI) can already predict the future. Police forces are using it to map when and where crime is likely to occur. Doctors can use it to predict when a patient is most likely to have a heart attack or stroke. Researchers are even trying to give AI imagination so it can plan for unexpected consequences.

Many decisions in our lives require a good forecast, and AI is almost always better at forecasting than we are. Yet for all these technological advances, we still seem to deeply lack confidence in AI predictions. Recent cases show that people don't like relying on AI and prefer to trust human experts, even if these experts are wrong.

If we want AI to really benefit people, we need to find a way to get people to trust it. To do that, we need to understand why people are so reluctant to trust AI in the first place.

B. Take the case of Watson for Oncology, one of technology giant IBM's supercomputer programs. Their attempt to promote this program to cancer doctors was a PR disaster. The AI promised to deliver top-quality recommendations on the treatment of 12 cancers that accounted for 80% of the world's cases. But when doctors first interacted with Watson, they found themselves in a rather difficult situation. On the one hand, if Watson provided guidance about a treatment that coincided with their own opinions, physicians did not see much point in Watson's recommendations. The supercomputer was simply telling them what they already knew, and these recommendations did not change the actual treatment.

On the other hand, if Watson generated a recommendation that contradicted the experts' opinion, doctors would typically conclude that Watson wasn't competent. And the machine wouldn't be able to explain why its treatment was plausible because its machine-learning algorithms were simply too complex to be fully understood by humans. Consequently, this has caused even more suspicion and disbelief, leading many doctors to ignore the seemingly outlandish AI recommendations and stick to their own expertise.

C. This is just one example of people's lack of confidence in AI and their reluctance to accept what AI has to offer. Trust in other people is often based on our understanding of how others think

and having experience of their reliability. This helps create a psychological feeling of safety. AI, on the other hand, is still fairly new and unfamiliar to most people. Even if it can be technically explained (and that's not always the case), AI's decision-making process is usually too difficult for most people to comprehend. And interacting with something we don't understand can cause anxiety and give us a sense that we're losing control.

Many people are also simply not familiar with many instances of AI actually working, because it often happens in the background. Instead, they are acutely aware of instances where AI goes wrong. Embarrassing AI failures receive a disproportionate amount of media attention, emphasising the message that we cannot rely on technology. Machine learning is not foolproof, in part because the humans who design it aren't.

D. Feelings about AI run deep. In a recent experiment, people from a range of backgrounds were given various sci-fi films about AI to watch and then asked questions about automation in everyday life. It was found that, regardless of whether the film they watched depicted AI in a positive or negative light, simply watching a cinematic vision of our technological future polarised the participants' attitudes. Optimists became more extreme in their enthusiasm for AI and sceptics became even more guarded.

This suggests people use relevant evidence about AI in a biased manner to support their existing attitudes, a deep-rooted human tendency known as "confirmation bias". As AI is represented more and more in media and entertainment, it could lead to a society split between those who benefit from AI and those who reject it. More pertinently, refusing to accept the advantages offered by AI could place a large group of people at a serious disadvantage.

E. Fortunately, we already have some ideas about how to improve trust in AI. Simply having previous experience with AI can significantly improve people's opinions about the technology, as was found in the study mentioned above. Evidence also suggests the more you use other technologies such as the internet, the more you trust them.

Another solution may be to reveal more about the algorithms which AI uses and the purposes they serve. Several high-profile social media companies and online marketplaces already release transparency reports about government requests and surveillance disclosures. A similar practice for AI could help people have a better understanding of the way algorithmic decisions are made.

F. Research suggests that allowing people some control over AI decision-making could also improve trust and enable AI to learn from human experience. For example, one study showed that when people were allowed the freedom to slightly modify an algorithm, they felt more satisfied with its decisions, more likely to believe it was superior and more likely to use it in the future. We don't need to understand the intricate inner workings of AI systems, but if people are given a degree of responsibility for how they are implemented, they will be more willing to accept AI into their lives.

A. The Reading Passage has six sections, A-F.

Choose the correct section for each heading from the list below. Then, write the correct letter against each heading. The first one is done for you.

List of headings	Section
1. An increasing divergence of attitudes towards AI	D
2. Reasons why we have more faith in human judgement than in AI	
3. The superiority of AI projections over those made by humans	
4. The advantages of involving users in AI processes	
5. Widespread distrust of an AI innovation	
6. Encouraging openness about how AI functions	

(5 marks)

B. Read the above text and write "Yes" if the statement agrees with the views of the writer, "No" if the statement contradicts the views of the writer and "Not given" if it is impossible to say what the writer thinks about this.

Write Yes / No / Not given against each sentence.	Yes / No / Not given
7. Subjective depictions of AI in sci-fi films make people change their opinions about automation.	
8. Portrayals of AI in media and entertainment are likely to become more positive.	
9. Rejection of the possibilities of AI may have a negative effect on many people's lives.	
10. Familiarity with AI has very little impact on people's attitudes to the technology.	
11. AI applications which users are able to modify are more likely to gain consumer approval.	

(5 marks)

2. Read the text below and answer the questions.

Lessons from the Titanic

A From the comfort of our modern lives we tend to look back at the turn of the twentieth century as a dangerous time for sea travellers. With limited communication facilities, and shipping technology still in its infancy in the early nineteen hundreds, we consider ocean travel to have been a risky business. But to the people of the time, it was one of the safest forms of transport. At the time of the Titanic's maiden voyage in 1912, there had only been four lives lost in the previous forty years on passenger ships on the North Atlantic crossing. And the Titanic was confidently proclaimed to be unsinkable. She represented the pinnacle of technological advance at the time. Her builders, crew and passengers had no doubt that she was the finest ship ever built. But still, she did sink on April 14, 1912, taking 1,517 of her passengers and crew with her.

B The RMS Titanic left Southampton for New York on April 10, 1912. Onboard were some of the richest and most famous people of the time who had paid large sums of money to sail on the first voyage of the most luxurious ship in the world. Imagine her placed on her end: she was larger at 269 metres than many of the tallest buildings of the day. And with nine decks, she was as high as an eleven storey building. The Titanic carried 329 first-class, 285-second class and 710 third-class passengers with 899 crew members, under the care of the very experienced Captain Edward J. Smith. She also carried enough food to feed a small town, including 40,000 fresh eggs, 36,000 apples, 111,000 lbs of fresh meat and 2,200 lbs of coffee for the five-day journey.

C RMS Titanic was believed to be unsinkable because the hull was divided into sixteen watertight compartments. Even if two of these compartments flooded, the ship could still float. The ship's owners could not imagine that, in the case of an accident, the Titanic would not be able to float until she was rescued. It was largely as a result of this confidence in the ship and in the safety of ocean travel that the disaster could claim such a great loss of life.

D In the ten hours prior to the Titanic's fatal collision with an iceberg at 11.40 pm, six warnings of icebergs in her path were received by the Titanic's wireless operators. Only one of these messages was formally posted on the bridge; the others were in various locations across the ship. If the combined information in these messages of iceberg positions had been plotted, the ice field which lay across the Titanic's path would have been apparent. Instead, the lack of formal procedures for dealing with information from a relatively new piece of technology, the wireless, meant that the danger was not known until too late. This was not the fault of the Titanic crew. Procedures for dealing with warnings received through the wireless had not been formalised across the shipping industry at the time. The fact that the wireless operators were not even Titanic crew, but rather contracted workers from a wireless company, made their role in the ship's operation quite unclear.

E Captain Smith's seemingly casual attitude in increasing the speed on this day to a dangerous 22 knots or 41 kilometres per hour, can then be partly explained by his ignorance of what lay ahead. But this only partly accounts for his actions, since the spring weather in Greenland was known to cause huge chunks of ice to break off from the glaciers. Captain Smith knew that these icebergs would float southward and had already acknowledged this danger by taking a more southerly route than at other times of the year. So why was the Titanic travelling at high speed when he knew, if not of the specific risk, at least of the general risk of icebergs in her path? As with the lack of coordination of the wireless messages, it was simply standard operating procedure at the time. Captain Smith was following the practices accepted on the North Atlantic, practices

which had coincided with forty years of safe travel. He believed, wrongly as we now know, that the ship could turn or stop in time if an iceberg was sighted by the lookouts.

F There were around two and a half hours between the time the Titanic rammed into the iceberg and its final submersion. In this time 705 people were loaded into the twenty lifeboats. There were 473 empty seats available on lifeboats while over 1,500 people drowned. These figures raise two important issues. Firstly, why there were not enough lifeboats to seat every passenger and crew member on board. And secondly, why the lifeboats were not full.

G The Titanic had sixteen lifeboats and four collapsible boats which could carry just over half the number of people on board her maiden voyage and only a third of the Titanic's total capacity. Regulations for the number of lifeboats required were based on outdated British Board of Trade regulations written in 1894 for ships a quarter of the Titanic's size, and had never been revised. Under these requirements, the Titanic was only obliged to carry enough lifeboats to seat 962 people. At design meetings in 1910, the shipyard's managing director, Alexander Carlisle, had proposed that forty-eight lifeboats be installed on the Titanic, but the idea had been quickly rejected as too expensive. The discussion then turned to the ship's décor, and as Carlisle later described the incident ... 'we spent two hours discussing carpet for the first-class cabins and fifteen minutes discussing lifeboats'.

H The belief that the Titanic was unsinkable was so strong that passengers and crew alike clung to the belief even as she was actually sinking. This attitude was not helped by Captain Smith, who had not acquainted his senior officers with the full situation. For the first hour after the collision, the majority of people aboard the Titanic, including senior crew, were not aware that she would sink, that there were insufficient lifeboats or that the nearest ship responding to the Titanic's distress calls would arrive two hours after she was on the bottom of the ocean. As a result, the officers in charge of loading the boats received a very halfhearted response to their early calls for women and children to board the lifeboats. People felt that they would be safer, and certainly warmer, aboard the Titanic than perched in a little boat in the North Atlantic Ocean. Not realising the magnitude of the impending disaster themselves, the officers allowed several boats to be lowered only half full.

I Procedures again were at fault, as an additional reason for the officers' reluctance to lower the lifeboats at full capacity was that they feared the lifeboats would buckle under the weight of 65 people. They had not been informed that the lifeboats had been fully tested prior to departure. Such procedures as assigning passengers and crew to lifeboats and lifeboat loading drills were simply not part of the standard operation of ships nor were they included in crew training at this time.

J As the Titanic sank, another ship, believed to have been the Californian, was seen motionless less than twenty miles away. The ship failed to respond to the Titanic's eight distress rockets. Although the officers of the Californian tried to signal the Titanic with their flashing Morse lamp, they did not wake up their radio operator to listen for a distress call. At this time, communication at sea through wireless was new and the benefits not well appreciated, so the wireless on ships was often not operated around the clock. In the case of the Californian, the wireless operator slept unaware while 1,500 Titanic passengers and crew drowned only a few miles away.

K After the Titanic sank, investigations were held in both Washington and London. In the end, both inquiries decided that no one could be blamed for the sinking. However, they did address the fundamental safety issues which had contributed to the enormous loss of life. As a result,

international agreements were drawn up to improve safety procedures at sea. The new regulations covered 24-hour wireless operation, crew training, proper lifeboat drills, lifeboat capacity for all on board and the creation of an international ice patrol.

Complete the summary below. Choose your answers from the box and write them in the blanks.

NB There are more words than spaces so you will not use them all. You may use any of the words more than once.

passengers	happy	confident	float	advanced
lifeboats			dangers	ocean
worried	inadequate	handbook	enormous	excitement
fast			water	afloat
record	finest		procedures	orders
drown		size	sink	safety

The Finest Ship Ever Built

The North Atlantic Ocean crossing on the Titanic was expected to set a new standard for (1)..... travel in terms of comfort and (2)..... The shipping industry had an excellent safety (3)..... on the North Atlantic Crossing over the previous forty years and the Titanic was the (4)..... and safest liner ever built. The Titanic combined the greatest technology of the day with sheer (5)..... luxury and new safety features. The Titanic's owners were (6)..... that even if the Titanic were letting in (7)..... she would (8) indefinitely until help arrived. In hindsight, we know that the Titanic was not unsinkable and that technology alone could not save lives when facilities were (9)..... and humans did not follow safe (10)..... whether because of arrogance or ignorance.

(10 marks)

3. Read the text below and answer the questions.

NETWORKING

Networking as a concept has acquired what is in all truth an unjustified air of modernity. It is considered in the corporate world as an essential tool for the modern businessperson, as they trot round the globe drumming up business for themselves or a corporation. The concept is worn like a badge of distinction, and not just in the business world.

People can be divided basically into those who keep knowledge and their personal contacts to themselves, and those who are prepared to share what they know and indeed their friends with others. A person who is insecure, for example, someone who finds it difficult to share information with others and who is unable to bring people, including friends, together does not make a good networker. The classic networker is someone who is strong enough within themselves to connect different people including close friends with each other. For example, a businessman or an academic may meet someone who is likely to be a valuable contact in the future, but at the moment that person may benefit from meeting another associate or friend.

It takes quite a secure person to bring these people together and allow a relationship to develop independently of himself. From the non-networker's point of view, such a development may be intolerable, especially if it is happening outside their control. The unfortunate thing here is that the initiator of the contact if he did but know it, would be the one to benefit most. And why? Because all things being equal, people move within circles and that person has the potential of being sucked into ever-growing spheres of new contacts. It is said that, if you know eight people, you are in touch with everyone in the world. It does not take much common sense to realize the potential for any kind of venture as one is able to draw on the experience of more and more people.

Unfortunately, making new contacts, business or otherwise, while it brings success, does cause problems. It enlarges the individual's world. This is in truth not altogether a bad thing, but it puts more pressure on the networker through his having to maintain an ever-larger circle of people. The most convenient way out is, perhaps, to cull old contacts, but this would be anathema to our networker as it would defeat the whole purpose of networking. Another problem is the reaction of friends and associates. Spreading oneself thinly gives one less time for others who were perhaps closer to one in the past. In the workplace, this can cause tension with jealous colleagues, and even with superiors who might be tempted to rein in a more successful inferior. Jealousy and envy can prove to be very detrimental if one is faced with a very insecure manager, as this person may seek to stifle someone's career or even block it completely.

The answer here is to let one's superiors share in the glory; to throw them a few crumbs of comfort. It is called leadership from the bottom. In the present business climate, companies and enterprises need to co-operate with each other in order to expand. As globalization grows apace, companies need to be able to span not just countries but continents. Whilst people may rail against this development it is for the moment here to stay. Without co-operation and contacts, specialist companies will not survive for long. Computer components, for example, need to be compatible with the various machines on the market and to achieve this, firms need to work in conjunction with others. No business or institution can afford to be an island in today's environment. In the not very distant past, it was possible for companies to go it alone, but it is now more difficult to do so.

The same applies in the academic world, where ideas have been jealously guarded. The opening-up of universities and colleges to the outside world in recent years has been of enormous benefit to industry and educational institutions. The stereotypical academic is one who moves in a rarefied atmosphere living a life of sometimes splendid isolation, a prisoner of their own genius. This sort

of person does not fit easily into the mould of the modern networker. Yet even this insular world is changing. The ivory towers are being left ever more frequently as educational experts forge links with other bodies; sometimes to stunning effect as in Silicon Valley in America and around Cambridge in England, which now has one of the most concentrated clusters of high-tech companies in Europe.

It is the networkers, the wheeler-dealers, the movers and shakers, call them what you will, that carry the world along. The world of the Neanderthals was shaken between 35,000 and 40,000 BC; they were superseded by Homo Sapiens with the very 'networking' skills that separate us from other animals: understanding thought abstraction and culture, which are inextricably linked to planning survival and productivity in humans. It is said the meek will inherit the earth. But will they?

A. Using **NO MORE THAN THREE WORDS** from the passage, complete the sentences below.

1. Making new acquaintances but also has its disadvantages.
2. At work, problems can be caused if the manager is
3. A manager can suppress, or even totally the career of an employee.
4. In business today, working together is necessary in order for to grow.
5. Businesses that specialize will not last for long without

B. Using **NO MORE THAN THREE WORDS** from the passage, answer the questions below.

1. In which sphere of life have ideas been protected jealously?

.....

2. Which type of individual does not easily become a modern networker?

.....

3. Where is one of the greatest concentrations of high-tech companies in Europe?

.....

4. Who replaced the Neanderthals?

.....

5. What, as well as understanding and thought abstraction, sets us apart from other animals?

.....

(10 marks)

Part – II - Grammar
(Spend 45 minutes for part II)

4. Underline A, AN, THE or NA for "No Article" for each blank below.

A: Excuse me, do you know if there's (1) [NA, a, an, the] subway station around here? I'm supposed to meet (2)..... [NA, a, an, the] couple of friends at (3)..... [NA, a, an, the] restaurant near (4)..... [NA, a, an, the] Chrysler Building.

B: Actually, (5) [NA, a, an, the] closest subway station is (6)..... [NA, a, an, the] little far from here. Do you have (7)..... [NA, a, an, the] map?

A: No, I don't. I just have (8)..... [NA, a, an, the] smartphone, but

unfortunately, (9)..... [NA, a, an, the] battery is dead. What am I going to do? I need to be there at (10) [NA, a, an, the] noon.

B: Do you know (11)..... [NA,, a, an, the] name of (12)..... [NA, a, an, the] restaurant?

A: No, I don't. I remember it's (13)..... [NA, a, an, the] Italian restaurant. Oh,

wait (14)..... [NA, a, an, the] minute, I have (15)..... [NA, a, an, the] name written down on (16)..... [(/), a, an, the] piece of paper in my wallet. (Checks wallet.) It's called DeVino's.

B: Oh, I think you're headed in (17) [NA, a, an, the] wrong direction.

DeVino's is near (18) [NA, a, an, the] Time Square. If you are in (19)..... [NA, a, an, the] rush, you should take (20)..... [NA, a, an, the] taxi.

(0.5*20 = 10 marks)

5. Fill in the blanks with the given prepositions. You may use any of the prepositions more than once. An example is done for you.
- (in, to, on, into, with, by)

PIZZA BIANCO

This pizza is made (e.g) with no toppings other than salt and oil and is served as a snack.

Preparation:

Preheat oven (1) 500°F.

Whisk together hot water and 1/2 a teaspoon of kosher salt until most of the salt is dissolved, then whisk (2) one tablespoon of oil.

Coat the dough lightly (3) flour, then stretch it on a floured surface into a 13-by 9-inch rectangle. Transfer the dough (4) an oiled baking pan, stretching the dough to cover the bottom of the pan. Dimple the dough (5) pressing your fingertips all over, then brush (6) the oil mixture.

Bake the pizza (7) a pan on the bottom rack of the oven until it is golden brown (8) top and bottom, about 10 to 12 minutes. Transfer the pizza (9) a rack, then brush it with the remaining oil and sprinkle it with the remaining kosher salt. Serve the pizza warm, torn (10) pieces.

Makes 4 servings.

(1*10 = 10 marks)

6. Write the verbs in brackets into the correct tense in the blanks. An example is done for you.

When Francis Lee was a boy he wanted to be an astronaut. He (e.g) was watching ..

(watch) TV one day in 1969 when he (1) (see) Neil Armstrong walk on the moon. Since then he (2) (always/dream) of doing the same. Every night when there is a full moon, he (3) (stare) up at it for hours and (4) (imagine) himself walking around on it. At the moment, however, he (5) (work) as a night-watchman at a meat factory. He (6).....

(do) the same job since he left school fifteen years ago, but he still hopes that one day his dream (7)..... (come) true. He (8) (hear) that in the 21st century they (9)..... (sell) tickets to fly to the moon. For this reason he (10)..... (save) half of his wages every month for the past two years.

*(1*10 = 10 marks)*

7. Complete the conversation with the passive voice by using the verbs in the brackets. The first one is done for you.

Interviewer: Your new Smartphone Z (1).... is being sold..... now. (sell) Does it bring any new features?

Steve Hobs: Yes, it does. Smartphone Z was launched last week with all the revolutionary features which (2)..... (develop) for the previous Smarthon Y. And two new funcionalities have been added now to generation Z.

Interviewer: Could you give us more details?

Steve Hobs: There is no home button in Smartphone Z. The home screen (3)..... (access) by tapping on the screen.

Interviewer: And the second funcionality?

Steve Hobs: Unlocking the device (4)..... (done) with a new voice recognition system. It means that your phone can recognize your voice and it unlocks if you ask it to do so.

Interviewer: It is something like the facial recognition system in other phones.

Steve Hobs: Exactly. But the voice recognition system (5) (design) for Smartphone Z because your voice, unlike your face, never changes.

Interviewer: Are you planning any other revolutionary features for the next generation of your smartphones?

Steve Hobs: Next year we want to release a phone which, apart from other functions, (6)..... (use) as a microwave oven.

Interviewer: Pardon?

*(1*5 = 5 marks)*

Part III - Writing

Answer the questions in the Answer book provided. (Spend 90 minutes for part III)

8. Complete the following story. Write at least 125 words.

(07marks)

Walking through the forest, I came across a little bird that enjoyed flying from one tree to another. He seemed to be looking for something. I stood there

9. Write a complaint letter for a faulty good or item you received online. (08 marks)

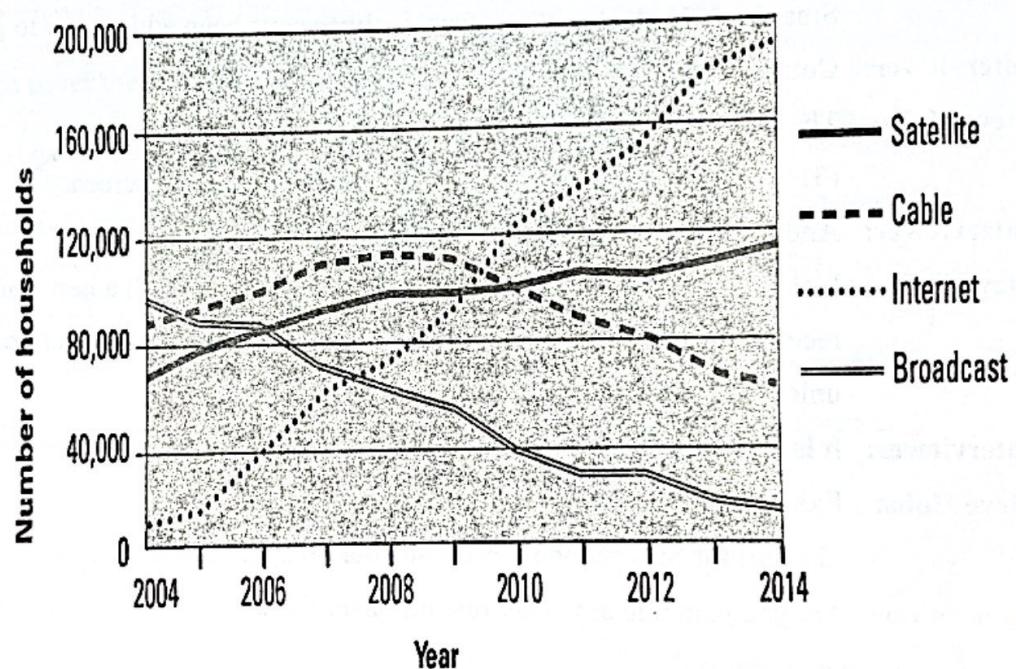
Write at least 125 words.

Include the followings

- Describe what is wrong with the product
- Explain how you would like to resolve the problem.
- Explain that you look forward to receiving a reply with a resolution.

10. The graph below gives information about the technology that households in one US city used for watching television between 2004 and 2014.

Summarise the information by selecting and reporting the main features, and make comparisons where relevant. Write at least 150 words. (10 marks)



11. Write an essay about the following topic:

In many countries today, there are many highly qualified graduates without employment.

What factors may have caused this situation, and what, in your opinion, can/should be done about it?

Give reasons for your answer and include relevant examples from your knowledge or experience. Write at least 250 words. (15 marks)

(10 minutes for complete revision)

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