



AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH  
Faculty of Arts and Social Sciences  
Department of English  
B. Sc. Programs  
**ENG 2103: Business Communication (All)**

**Final Examination**

**Total Marks: 40**

**Time: 2 Hours**

**Instructions:**

- All the questions should be answered in the answer script.
- Return question paper at the end of the exam along with the answer script.
- Write your name, section, ID and permit no. both on the question paper and on the answer script.

1. Read the short report and answer the following questions.

. Read the report and answer the following questions.

- A.** The use of mobile phones in staff meetings is clearly disruptive and they should be switched off. Most staff felt it is not necessary to receive personal phone calls in staff meetings except under certain circumstances, but permission should first be sought from the team leader, manager or chair. It is recommended that UniLab develops an official policy regarding the use of mobile phones in staff meetings. The policy should recommend:
- mobile phones are banned in staff meetings
  - mobiles phones may be used in exceptional circumstances but only with the permission of the appropriate manager or chair
- Finally, the policy needs to apply to all staff in the company.
- B.** There was an 85% response rate to the questionnaire. A breakdown of the responses is listed below in Table 1. It can be clearly seen from the results that mobile phones are considered to be disruptive and should be turned off in meetings.

Table 1

Personal mobile phone usage in staff and team meeting is ...	Strongly agree %	Agree %	Disagree %	Strongly disagree %
Not a problem	5	7	65	23
An issue	40	45	10	5
Disruptive	80	10	7	3
Phones should be permissible	6	16	56	22
Phone should be turned off	85	10	3	2
Allowed in some circumstances	10	52	24	14

The survey also allowed participants to identify any circumstances where mobile phones should be allowed in meetings and also assessed staff attitudes towards receiving personal phone calls in staff meetings in open ended questions. These results showed that staff thought that in some circumstances, eg medical or emergencies, receiving personal phone calls was acceptable, but generally receiving personal phone calls was not necessary.

- C. There has been a massive increase in the use of personal mobile phones over the past five years and there is every indication that this will continue. According to Black (2002) by 2008 almost 100% of working people in Australia will carry personal mobile phones. Black describes this phenomenon as 'serious in the extreme, potentially undermining the foundations of communication in our society' [1]. Currently, at UniLab 89% of staff have personal mobile phones. Recently a number of staff have complained about the use of personal mobile phones in meetings and asked what the official company policy is [2]. At present there is no official company policy regarding phone use. This report examines the issue of mobile phone usage in staff meetings and small team meetings. It does not seek to examine the use of mobile phones in the workplace at other times, although some concerns were raised.
- D. It can be seen from the results in Table 1 that personal mobile phone use is considered to a problem; however, it was acknowledged that in some situations it should be permissible. 80% of recipients considered mobile phones to be highly disruptive and there was strong support for phones being turned off in meetings (85%). Only 12% thought that mobile phone usage in staff and team meetings was not a problem, whereas 85% felt it was an issue. The results are consistent throughout the survey.  
Many of the respondents (62%) felt that in exceptional circumstances mobile phones should be allowed, eg medical, but there should be protocols regarding this. These findings are consistent with other studies.  
According to Smith (2005) many companies have identified mobile phones as disruptive and have banned the use of mobile phones in meetings [3]. Havir (2004) claims that 29% of staff meeting time is wasted through unnecessary mobile phone interruptions [4]. This affects time management, productivity and team focus.
- E. We conducted this research by preparing questionnaire and investigating UniLab staff members' attitudes to the use of mobile phones in staff / team meetings. We distributed a total of 412 questionnaires with employees' fortnightly pay slips. We used Likert scales in the questionnaire to assess social attitudes to mobile phone usage and provided open ended responses for additional comments. We located survey collection boxes in every branch for a four week period. In this survey we did not collect any personal information. People participated in the survey voluntarily and the survey was anonymous.

- a. Match each section [A-E] of the report with the following heading. (0.5x5=2.5)
- i. Introduction: \_\_\_\_\_
  - ii. Methods: \_\_\_\_\_
  - iii. Results: \_\_\_\_\_
  - iv. Discussions: \_\_\_\_\_
  - v. Recommendations: \_\_\_\_\_

- b. Read the report carefully, and answer the following questions using one complete sentence: (06)

- i. What is the purpose of the report?
- ii. How did the writer collect data for the report?
- iii. What is the opinion of most of the participants regarding using phones during team meetings?
- iv. What does the overall result of the report tell us?
- v. Mention two major recommendations the writer has made at the end of the report.
- vi. Write a suitable title for the report.

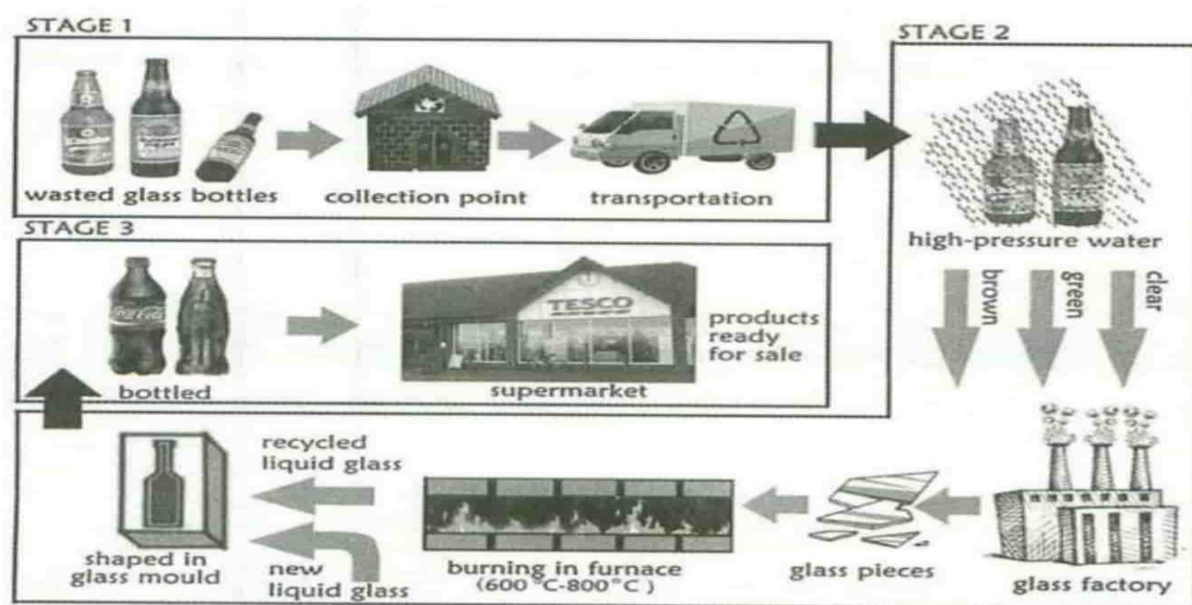
c. Write an abstract for this report in 100-120 words.

(8.5)

d. Rewrite the methods section of this report maintaining an objective tone.

(10)

2. The diagram illustrates the recycling process of waste glass bottles. Fill on the blanks with the correct form of words/phrases. (0.5x12=6)



The above recycling process shows three main stages: waste glass bottle collection, plant recycling, and new product delivery.

The process starts by i. \_\_\_\_\_ the wastewater bottles at a designated point and transporting them to a recycling centre or cleaning plant via trucks. The bottles undergo a thorough cleaning process at the plant using ii. \_\_\_\_\_ to remove dust and other contaminants. iii. \_\_\_\_\_, they are sorted into three categories based on iv. \_\_\_\_\_: brown, green, and clear.

Subsequently, the sorted bottles are v. \_\_\_\_\_ to a glass factory and vi. \_\_\_\_\_ into smaller pieces.

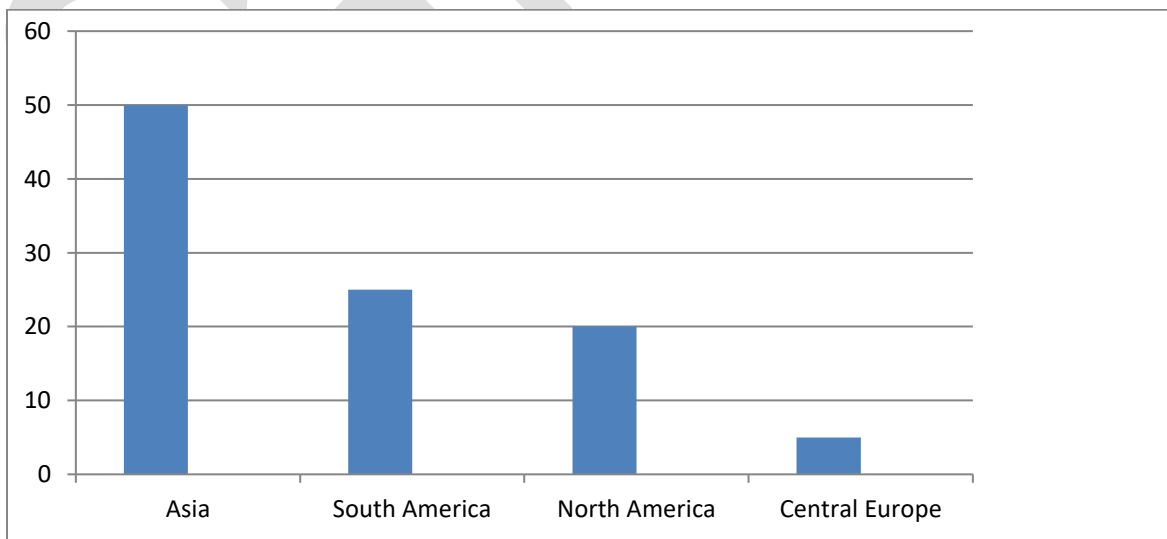
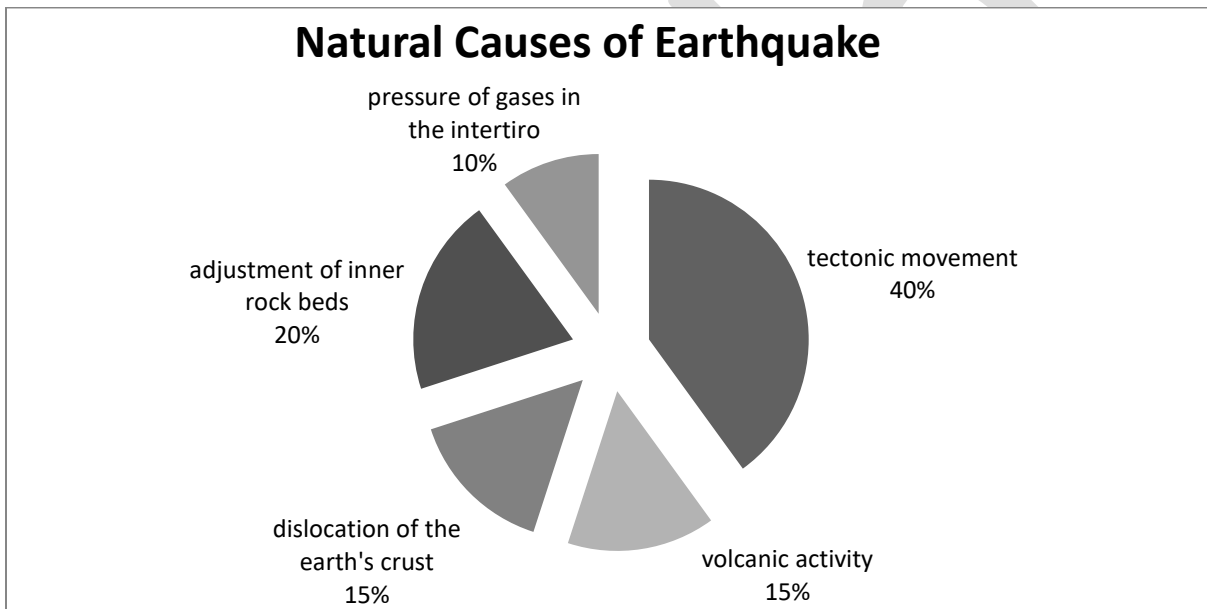
These pieces are then vii. \_\_\_\_\_ in a furnace at temperatures ranging from viii. \_\_\_\_\_ to 800°C,

turning them into molten glass. The ix. \_\_\_\_\_ is combined with new liquid glass and poured into x. \_\_\_\_\_ to create new bottles.

Once the new bottles are formed, they are xi. \_\_\_\_\_ with beverages, marking the completion of the glass recycling process. The process concludes as the filled bottles are then sold to xii. \_\_\_\_\_.

3. The pie chart below gives statistics of natural causes of earthquakes and the table gives the information of the percentage of the earthquake occurred by the regions.

Analyze the graph by selecting and reporting the striking points and make comparisons where relevant. Write approx. 150 words. (10)



**BEST WISHES!**