



**KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA**  
**PEPERIKSAAN SEMESTER 2**  
**SESI 2001 / 2002**  
**PUSAT PERKHIDMATAN AKADEMIK**

KOD MATAPELAJARAN: BACW 1412  
MATAPELAJARAN : TECHNICAL COMMUNICATION  
(I)  
PENYELARAS : PUAN B. SUBATIRA  
CIK MAZLEN BT AREPIN  
KURSUS : BMCT / BEKP  
MASA : 2 JAM  
TARIKH : MAC / APRIL 2002  
NO. MATRIK :

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Arahan kepada calon:

**Kertas ini mengandungi 4 bahagian. Sila jawab SEMUA soalan pada ruangan yang disediakan.**

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KERTAS SOALAN INI TERDIRI DARIPADA ( 9 ) MUKA SURAT BERCETAK SAHAJA

**SECTION 1 [39 marks]**

1. Define the following terminologies.

a) Cover letter - \_\_\_\_\_ (2marks)

b) Follow-up letter- \_\_\_\_\_ (2 marks)

c) Memo- \_\_\_\_\_ (2 marks)

2. Give 3 purposes for writing a cover letter.

a) \_\_\_\_\_ (2 marks)

b) \_\_\_\_\_ (2 marks)

c) \_\_\_\_\_ (2 marks)

3. List the 7 points to consider before attending an interview.

a) \_\_\_\_\_ (1 mark)

b) \_\_\_\_\_ (1 mark)

c) \_\_\_\_\_ (1 mark)

d) \_\_\_\_\_ (1 mark)

e) \_\_\_\_\_ (1 mark)



b) \_\_\_\_\_ (1 mark)

**SECTION 2 [8marks]**  
**Vocabulary**

In each of the following sentences, choose the correct word from the box and write in the blank space. Make sure you use the *correct form* of word.

misinterpret	portable	destabilize
abject	verify	transmit
postpone	transaction	

1. If imports increase any further, it could \_\_\_\_\_ the country's economy.
2. A computer which is designed small and light enough to be easily carried or moved is \_\_\_\_\_.
3. A person who is engaged in a performance of a business activity is involved in a business \_\_\_\_\_.
4. The minutes of meeting should be \_\_\_\_\_ before it is presented in the next meeting.
5. Someone who is thrown into bankruptcy and penniless state is living in \_\_\_\_\_ poverty.
6. Information can be easily \_\_\_\_\_ using fax or e-mail.
7. An interview that is put off until later is \_\_\_\_\_.
8. The data on the sales of products is not reported correctly or is \_\_\_\_\_.

(8x1= 8 marks)

**SECTION 3 [8 marks]**  
**Reading comprehension**

Read the following article and answer the questions.

As more U.S. workers spend their days at keyboards, hand injuries and lawsuits are multiplying. As jobs in journalism go, Grant McCool's was a plum assignment. Based in Hong Kong for Reuters news service, McCool covered breaking news throughout east Asia, traveling to South Korea, China and Pakistan. But in 1989, after five hectic years, the native of Scotland was ready for a change. That's when his bosses transferred him to New York City to be an editor.

That's also when the trouble started. After typing on his computer keyboard for hours a day over several months, McCool developed excruciating pain in his hands; some mornings he would wake with his arms throbbing and burning. "The doctor told me to stop typing immediately," recalls McCool, 32. He hasn't written or edited a story on deadline since. Nor has he been able to clean house, carry heavy objects or play squash. He cannot even drive a car; controlling the steering wheel with his injured hands is impossible.

McCool suffers from a severe case of cumulative trauma disorder, a syndrome that results from overusing the muscles and tendons of the fingers, hands, arms and shoulders. The condition brings pain, numbness, weakness and sometimes long-term disability. Such problems, more commonly known as repetitive stress injuries (RSI), now strike an estimated 185,000 U.S. office and factory workers a year. The cases account for more than half the country's occupational illnesses, compared with about 20 percent a decade ago.

A particularly fast-growing category of victims includes white-collar professional and clerical workers who spend their days *pounding* away at keyboards. An increasing number are responding in a white-collar way: with lawsuits. Hundreds of injured telephone reservationists, cashiers, word processors and journalists, like McCool among them, are suing computer manufacturers, blaming the machines for their disabilities. IBM, Apple Computers, AT&T and Kodak's Atex-division, which produces a word-processing system designed for journalists, have all been named in the suits, which demand damages of up to a \$1 million or more per victim.

Employers are quickly learning that they must face up to the problem. Already, RSI costs about \$7 billion a year in lost productivity and medical costs. Moreover, under the provisions of the Americans with Disabilities Act, which went into effect this summer, employers are now required to accommodate "reasonably" workers with physical impairments. Companies may have to transfer employees with RSI to less stressful jobs or give them special help. Increasingly, union and other worker groups are demanding that companies provide better keyboards and office furniture and give employees more frequent breaks to reduce the risk of injury.

How *ironic* that computers, the very technology celebrated for making office work easier, would cause such harm. By now, nearly half the U.S. work force – some 45 million workers – use computers (though not all spend hour after hour punching keys). “We thought technology was going to help us, which it does. But we did not consider that we would also have to adjust the workplace at the same time,” says Barbara Silverstein, research director of Washington State’s department of labour and industries.

RSI involves not just one but an *array* of ailments resulting from tugging, pounding and straining crucial tissues in the upper body. It usually begins harmlessly. “People think they’ve had a particularly hard day or that they’re getting old,” says Frank Fernandez, an Oakland, California, attorney who has filed suit against several computer manufacturers on behalf of RSI sufferers.

Excerpt from “Crippled by Computers” by J.M. Horowitz, Time Magazine, Oct 1992.

Circle the most appropriate answers.

1. Which word means the same as *pounding*, as used in paragraph 4? (1mark)
  - a) practicing
  - b) counting
  - c) striking
  - d) knocking
  
2. Which is the best definition of *ironic*, as used in paragraph 6? (1mark)
  - a) in keeping with most people’s ideas
  - b) opposite to what might be expected
  - c) unusual in form or meaning
  - d) unbalanced or unequal
  
3. Which of these words could be substituted for *array* in the last paragraph? (1mark)
  - a) several similar
  - b) commonly known
  - c) directly opposite
  - d) many different

Write complete answers to the following questions.

4. What is the main idea of paragraph 4?
- 
- 

(2marks)

5. Which line states the main idea of paragraph 5? line \_\_\_\_\_ (1mark)

6. When Grant McCool developed a severe case of cumulative trauma disorder, his doctor told him to \_\_\_\_\_ (1 mark)

7. Union and worker groups are asking employers to \_\_\_\_\_ (1mark)

**SECTION 4 [35 marks]**

**Writing**

Below is a job advertisement. Write a *cover letter* for the purpose of applying for the job in the company. Write on the space provided. The length of your letter should not be more than the space given.

An established public listed company with ISO 9002 accreditation seeks suitably qualified candidates for the following position:

**PROCESS ENGINEER**

**Requirements:**

- Relevant Degree in Mechanical / Electrical and or Electronic Engineering  
However, those without tertiary qualification but possess more than 3 years' experience in a related field will be considered
- Knowledge of ISO system and familiar with Microsoft Excel would be an advantage
- Successful candidates will undergo overseas training for a period of six months and will be required to enter to a contractual bond for a period of 3 years
- Mature and responsible attitude towards work and career

Interested applicants, please submit a detailed resume stating current and expected salary before 10<sup>th</sup> March 2002 to:

**The Personnel Department  
Lot 23, Jalan Delima 1/3  
Subang Hi- Tech Industrial Park  
40000 Shah Alam  
Fax: (03) 5635 1984  
E- mail: bpack@tm.net.my**

