



**PEPERIKSAAN AKHIR / FINAL EXAMINATION  
SEMESTER II – SESI 2020/2021**

COURSE CODE : ELS2222

COURSE NAME : ENGLISH COMMUNICATIVE SKILLS II

YEAR/PROGRAMME : 2/KTD ALL

DURATION : 3 HOURS

DATE : APRIL 2021

**INSTRUCTIONS**

1. ANSWER ALL QUESTIONS IN PART A, B, AND C.
2. WRITE YOUR ANSWERS IN THE QUESTION PAPER.
3. CANDIDATES ARE REQUIRED TO FOLLOW ALL INSTRUCTIONS GIVEN BY THE EXAMINATION INVIGILATORS.

I/C NO.	
YEAR/PROGRAMME	
LECTURER'S NAME	MADAM NURUL ALIA BINTI ABDUL HALIM

THIS EXAMINATION PAPER CONSISTS OF 12 PAGES INCLUDING THE FRONT PAGE.

## SECTION A: REPORT COMPREHENSION (40 MARKS)

Read the following report below carefully and answer the questions.

## Ace Mental Health's Association

## Memorandum

TO : Madam Maznah Hamid, Chairman  
FROM : Izzat Ibrahim, Researcher  
DATE : 12 March 2021  
SUBJECT : Social Phobia Awareness

### 1.0 Introduction

It is natural to feel self-conscious, nervous or shy in front of others at times; most people manage to get through these moments when **they** need to. But for some, the anxiety that goes with feeling shy or self-conscious can be extreme. When people feel very self-conscious and anxious to the extent that these feelings prevent them from speaking up or socialising, these feelings are probably more than shyness. This situation may be an anxiety condition called social phobia. This report discusses social phobia, the causes, the development and treatment.

### 2.0 Findings

#### 2.1 Definition of Social Phobia

Social phobia, also known as social anxiety, is a type of anxiety problem when extreme feelings of shyness and self-consciousness build into a powerful fear. As a result, a person **feels out of place** participating in everyday social situations. Interestingly, people with social phobia can usually interact easily with family and a few close friends. On the other hand, meeting new people, talking in a group or speaking in public can cause their extreme shyness and anxiety to kick in. Therefore, instead of enjoying the social activities they are in, these people with social phobia might dread getting involved in the activities such that they avoid them altogether.

Social phobia is a fear reaction to something that is not actually dangerous although the body and mind react as if the danger is real. This means that someone feels physical sensations of fear, like a faster heartbeat and breathing. As the body experiences these physical sensations, the mind goes through **emotions** like feeling afraid or nervous. These are part of the body's fight–flight response. This is caused by a rush of adrenaline and other chemicals that prepare the body to either fight or make a quick getaway. For these people, this response gets activated too frequently and too strongly. This biological mechanism starts to kick when they feel afraid and when they feel that they are in real danger. So their body immediately freezes up that hinders their ability to interact with the people around them. People with social anxiety tend to interpret these sensations and emotions to avoid the social situation or event.

## 2.2 Development of Social Phobia

Social phobia can develop in any person. Most of the time, **it** starts at young age. Like many other anxiety-based problems, social phobia in children develops because of a combination of three factors. The first factor is a person's biological makeup. Social phobia could be partly due to the genes and temperament a person inherits. Inherited genetic traits from parents and other relatives can influence how the brain senses and regulates anxiety, shyness, nervousness and stress reactions. Secondly, children may develop social phobias based on behaviors learned from role models especially their parents. For example, if parents or others react by overprotecting a child who is shy, the child will not have a chance to get used to new situations and new people. Over time, shyness can build into social phobia. This shows that a person's naturally shy temperament can be influenced by what he or she learns from immediate family members. Thirdly, through life events and experiences, people born with a cautious nature may have stressful experiences that can make them even more cautious and shy. In this situation, the pressure that they feel to interact in ways they do not feel ready for, being criticised or humiliated, or having other fears and worries can make it more likely for these children to develop social anxiety.

The development of social phobia among children is uniquely different from adults in that some children experience inability to speak in some situations but are able to speak comfortably in other situations. Place or setting and people can evoke anxiety feeling among these children. Some kids and teens are extremely shy and fearful when they are surrounded with people who they are not comfortable with. In other situations, they experience anxiety when they are in places or settings that make **them** feel insecure and tense such as in school, dance class or grocery store. Interestingly, these same children may speak openly in other situations. This form of social phobia is called selective mutism. Some people might be mistaken by their silence for a stuck-up attitude or rudeness. However, the silence that stems from this

type of social phobia among children is caused by uncomfortable feeling with the people or places they are in and not from being uncooperative, disrespectful or rude.

Generally, most people with social phobia experience overwhelming thoughts and fears in their mind about what others think of them. Instead of the good things, the person starts to focus on embarrassing things that could happen to him. This can potentially affect his life, in that he will feel lonely or disappointed over missed opportunities for friendship and fun. For school children, they will not get the most out of school as they will also miss a chance to make everyday mistakes that prevent them from sharing their talents and learning new skills.

### 2.3 Overcoming social phobia

People with social phobia can learn to manage fear, develop confidence and coping skills and stop avoiding things that make them anxious. Overcoming social phobia means mustering the courage to gradually go beyond what is comfortable. This can be done by getting the support and guide from the therapists. Therapists can help people recognise the physical sensations caused by fight–flight and teach them to interpret these sensations more accurately. **They** can help the patients create a plan to face social fears one-by-one and help them build the skills and confidence to face fears including practising new behaviors. Sometimes, medications that reduce anxiety are used as part of the treatment. Next, family or friends are especially important in providing the right support for them to gather the courage to go outside their comfort zone and try something new.

### 3.0 Conclusion

Dealing with social phobia takes patience, courage to face fears and willingness to practise new things. In addition, it takes a commitment to go forward rather than back away when feeling shy. **All you have to do is let go of the rope.** As shyness and fears begin to melt, confidence and positive feelings are built that help the person think less about what might feel uncomfortable and more about what might be fun.

Adapted from Social Phobia (n.d).Retrieved 16/6/17, from kidshealth.org website,  
<http://kidshealth.org/en/teens/social-phobia.html?WT.ac=t-ra#>

A. What do these words in the report refer to?

- 1. **they** (Introduction) \_\_\_\_\_
- 2. **emotions** (Findings 2.1) \_\_\_\_\_
- 3. **it** (Findings 2.2) \_\_\_\_\_
- 4. **them** (Findings 2.2) \_\_\_\_\_
- 5. **They** (Findings 2.3) \_\_\_\_\_

(5 Marks)

B. Based on the report, answer the questions that follow.

1. What is the thesis statement of the text?

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(2 marks)

2. What is the negative perception that people with social phobia have which prompted them to typically back away from social situations or events?

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(2 marks)

3. In paragraph II, what does the phrase **feels out of place** refer to?

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(2 marks)

4. What is the fight-flight response?

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(2 marks)

5. List three elements that contribute to social phobia.

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

(3 x 1m = 3 marks)

6. In what way is selective mutism misinterpreted?

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(2 marks)

7. List two effects of social phobia on one's life.

i) \_\_\_\_\_

ii) \_\_\_\_\_

(2x 1m = 2 marks)

8. How could people with social phobia overcome their anxiety?

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

(3 x 1m = 3 marks)

9. **All you have to do is let go of the rope** (Paragraph VIII). What can be inferred from this statement?

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(2 marks)

C. State whether each of the following statements is TRUE (T) or FALSE (F).

1. When someone feels anxious and very shy to meet people, he or she may experience social phobia. [    ]
2. People with social anxiety will avoid all social situations. [    ]
3. Over protective parents could help a child overcome social phobia. [    ]
4. People with selective mutism are silent with strangers at certain places. [    ]
5. Social phobia is a treatable condition. [    ]

(5 x 2m = 10 marks)

D. Circle the correct option for the meaning of each underlined word in the following sentences.

1. But for some, the anxiety that goes with feeling shy or self-conscious can be extreme.  
A. worry            B. unease
2. Interestingly, people with social phobia can usually interact easily with family and a few close friends.  
A. cooperate        B. communicate
3. This is caused by a rush of adrenaline and other chemicals that prepare the body to either fight or make a quick getaway.  
A. escape            B. vacation
4. The first factor is a person's biological makeup.  
A. complexion      B. composition
5. People with social phobia can learn to manage fear, develop confidence and coping skills and stop avoiding things that make them anxious.  
A. control            B. manipulate

(5x 1m = 5 marks)

## SECTION B: GRAMMAR (40 MARKS)

A. Fill in the blanks with the correct form of verb.

1. My father .....(have) a lot of work to ..... (do) every weekend.
2. The girls ..... (not / talk) now. All of them ..... (watch) a film.
3. .... you ..... (like) watching TV?
4. He ..... (usually / go) at 9:00 o'clock, but this morning he .....  
(leave) home late.
5. I ..... (visit) my grandparents every Friday. My sister .....  
(often / visit) them.
6. The boys ..... (swim) in the pool now but they ..... (usually  
/ swim) in the sea.
7. They ..... (sometimes / have) lunch at work, but today they .....  
(have) at a restaurant.
8. The children ..... (play) the piano and ..... (sing) a song at the moment.
9. Jane ..... (give) a party today because it ..... (be) her birthday.
10. Adam is in his room now. He ..... (write) a letter to his pen-friend. He  
..... (always / write) him a letter.

(20 Marks)



B. Write a question word in each blank (For example: When, What time, How, Why, How many ..) and then match the questions with the answers by filling in the alphabet to middle box:

<p>Example:</p> <p>0. <u>What</u> is your name?</p> <p>1. .... is your music lesson?</p> <p>2. .... time is it?</p> <p>3. .... books are there in your bag?</p> <p>4. .... you like James?</p> <p>5. .... is your watch?</p> <p>6. .... are you?</p> <p>7. .... are the children?</p> <p>8. .... is your father's birthday?</p> <p>9. .... do you want a sandwich?</p> <p>10. .... is she from?</p>	<p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p>	<ul style="list-style-type: none"> <li>• a) Because, I'm hungry.</li> <li>• b) Ally</li> <li>• c) Fine</li> <li>• d) Germany.</li> <li>• e) Mary.</li> <li>• f) In the garden.</li> <li>• g) In June.</li> <li>• h) 5 p.m.</li> <li>• i) 3.</li> <li>• j) Yes.</li> <li>• k) At six.</li> </ul>
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(10 Marks)

C. Dani's friend Bella was on holiday in Jamaica. Read her letter to Dani and complete it with the correct verbs.

invited	stopped	talked	stayed	travelled
enjoyed	didn't sleep	didn't get	watched	listened

Dear Dani,

I had a fantastic holiday in Jamaica. It was hot and the sea was blue and lovely. I a)..... by plane from London to Kingston. I really b)..... the flight. It was eight hours long but I c).....at all because I was so excited. During the flight I d)..... to music, e)..... a film and f).....to the girl in the seat next to me.

I g)..... with my aunt and uncle in Kingston. They h)..... me on a trip to Montego Bay. We i)..... at an Orchid Farm. It was brilliant. On my last night there I j)..... to bed until there o'clock in the morning!

See you soon!

Love,

Bella

(10 Marks)

PART C: DATA ANALYSIS (20 MARKS)

**Situation:** Social media is computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests and other forms of expression via virtual communities and networks. The use of social media also changes the way individuals and large organisations communicate. According to a survey conducted by Burst Media in March 2015, a majority of American adults have at least one social media account for personal use.

**Task:** Study the graph below and write the introduction, analysis and conclusion under the headings given.

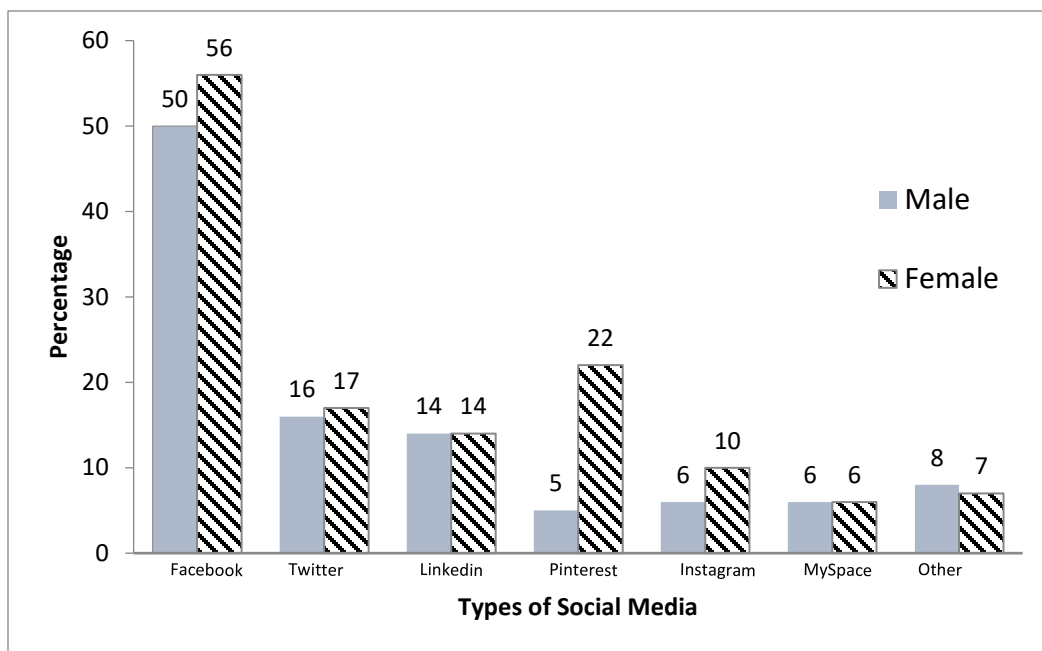


Figure 1: Preferences of Social Media according to Gender

Adapted from *Women Lead Men in Social Media Adoption*, <https://www.statista.com/chart/1147/social-network-adoption-in-the-united-states>, retrieved on 18 April 2017

Introduction

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(4 marks)

Analysis

i) Compare social media preferences among female users.

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(4 marks)

ii) Compare the use of Twitter and Instagram among male users.

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(4 marks)

iii) Compare the use of LinkedIn and Pinterest by gender.

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(4 marks)

Conclusion

Provide a conclusion by summarising the analysis.

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(4 marks)

[END OF QUESTIONS]