



**KOLEJ UNIVERSITI TEKNOLOGI
TUN HUSSEIN ONN**

**PEPERIKSAAN AKHIR
SEMESTER I
SESI 2004/05**

NAMA MATA PELAJARAN : TECHNICAL WRITING
KOD MATA PELAJARAN : UMB 2032
KURSUS : BTP
DTA/DTE/DTI/DTM
TARIKH PEPERIKSAAN : OKTOBER 2004
JANGKA MASA : 2 JAM
ARAHAN : JAWAB SEMUA SOALAN

KERTAS SOALAN INI MENGANDUNGI 14 MUKA SURAT

**PUSAT PENGAJIAN KEMANUSIAAN DAN KOMUNIKASI
KOLEJ UNIVERSITI TEKNOLOGI TUN HUSSEIN ONN**

SEMESTER 1 SESI 2004/05

Full Name :

I.C Number :

Matrix Number :

Course Code :

Date and Time :

Lecturer :

INSTRUCTION :

- (1) There are 3 questions in this exam paper.
- (2) Answer **ALL** questions.
- (3) The examination question paper consists of 14 pages.
- (4) All answers are to be written in the examination paper on the spaces provided.
- (5) All question papers are to be handed to the test administrator at the end of the exam.
- (6) The evaluation unit is made up of three components :

Question 1 - 50 minutes (40 marks)

Question 2 - 50 minutes (40 marks)

Question 3 - 20 minutes (20 marks)

TOTAL 100 MARKS

Section A (40 marks)

Q1

A study was done recently to determine whether students were pleased with the transport services provided by the university management. Factors that affected students' preferences and displeasure were identified; these students also gave their suggestion. The data collected is shown in Table 1 and 2. Using the information given in the tables, interpret the data.

Total number of respondents : 100 (70% were female)

Their profile :

New students and residents of Desasiswa Pangsapuri	100 %
Frequent transport services users (> 15 trips per week)	80 %
Occasional transport services users	20 %

Table 1: Factors Affecting Students In Using Transport Services.

Factors affecting the quality of transport services	Percentage of respondents
Accessibility	75 %
Convenience	90 %
Over-crowdedness	90 %
Comfort	85 %
Cleanliness	70 %
Reliability	80 %
Long waiting time	80 %

Table 2: Areas Where Service Can Be Improved

Service attributes	Percentage of respondents
More service information	78 %
Extend operation hours	50 %
Increase reliability	70 %
Reduce waiting time	75 %
Increase frequency	99 %
More comfort	65 %
More safety measures	75 %

Section C (20 marks)

Q3

Write the following references that you have used in your project using the APA style.

- i. A second edition book written by William S. Pfeiffer in year 2001. The book entitled *Technical Writing: A Practical Approach*, was published by Macmillan Publishing Company in New York.
(4marks)
- ii. A newspaper article *Urbana Firm Obstacles to Office Project* from *Berita Hari-Hari*. The article was dated 12th October 2004 and can be found on page 4.
(4marks)
- iii. A journal article found in *Malaysian Social Studies Journal*, Volume 2 entitled *Cultural Thought Differences among Malay Dialect Speakers*. This article is from page 283-303, authored by Maria binti Ahmad and Lee Hsien Long.
(4marks)
- iv. An article from the world wide web retrieved on July 24, 2004 from <http://www.zoology.ubc.ca/bpg/plagiarism.htm>. This site is run by Writing for Professionals Organization and the article with the title *Plagiarism: What It Is, and How to Avoid It* was authored by Ahmad bin Ali, Ajay a/l Ram and Chow Yuen Fat in year 2003.
(4marks)
- v. A 2004 motion picture entitled; *Putera Gunung Kinabalu* directed by Encik Uwhy bin Sari, produced by Taira Jackie. This picture was produced by OK Films in Kuala Lumpur.
(4marks)

