



UCSC

University of Colombo, Sri Lanka

University of Colombo School of Computing



**DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY
(EXTERNAL)**

Academic Year 2025— 1st Year Examination — Semester 2

EN2106 — Communication Skills I

Multiple Choice Question Paper
(1 Hour)

Important Instructions

- The duration of the paper is **1 Hour**.
- The medium of instructions and questions is English.
- This paper has **20 MCQ questions** on **7 pages**. Answer **all** questions.
- Each question will have **5 (five)** choices with **ONE OR MORE** correct answers.
- This paper consists of 100 marks and all the questions will carry equal marks.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from -1 (All the incorrect choices are marked & no correct choices are marked) to +1 (All the correct choices are marked & no incorrect choices are marked). However, **the minimum mark per question would be zero**.
- Answers should be marked on the **special answer sheet** provided.
- Note that questions appear on both sides of the paper. If a page or part of a page is not printed, please inform the supervisor/invigilator immediately.
- Mark the correct choices on the question paper first and then transfer them to the given answer sheet which will be machine marked. **Please completely read and follow the instructions given on the other side of the answer sheet before you shade your correct choices.**
- Any electronic device capable of storing and retrieving text, including electronic dictionaries, smartwatches, and mobile phones, is not allowed.
- Calculators are **not** allowed.
- *All Rights Reserved*. This question paper can NOT be used without proper permission from the University of Colombo School of Computing.

1) Which of the following statement(s) is/are true regarding the characteristics of effective *handwriting*?

- (a) Consistent letter spacing
- (b) Illegible words
- (c) Improper alignment on the page
- (d) Extremely fast writing at all times
- (e) Random use of uppercase and lowercase letters

2) Which of the following sentence(s) contain(s) correct *capitalization*?

- (a) The Vice Chancellor addressed the students at the University of Colombo yesterday.
- (b) We visited the National museum on saturday morning.
- (c) Professor Perera teaches English at the faculty of Science.
- (d) My sister enjoys studying Biology and chemistry.
- (e) The meeting will be held in the Main auditorium next Friday.

3) Which of the following sentence(s) demonstrate(s) correct usage of *punctuation* marks?

- (a) After completing the project, the team submitted the final report to the manager.
- (b) The students, who studied regularly, passed the examination with ease.
- (c) "If you need any assistance," said the lecturer, "please contact me after the session."
- (d) Despite the heavy rain; the event continued without interruption.
- (e) My favourite subjects are Physics Mathematics, and Statistics.

4) Which of the following is/are the most appropriate *connective(s)* that fill(s) the blank in the text given below?

..... she had prepared well for the presentation, she still felt nervous before speaking to the audience.

- | | | |
|-----------------|-----------------|--------------|
| (a) Therefore | (b) Because | (c) Although |
| (d) In addition | (e) As a result | |

5) Which of the following is/are the most appropriate *conjunction(s)* that fill(s) the blank in the text given below?

The students completed the assignment on time _____ they worked together effectively as a team.

- | | | |
|--------------|-------------|-----------|
| (a) although | (b) because | (c) until |
| (d) unless | (e) whereas | |

- 6) Which of the following correctly convert(s) the given sentence into *passive voice*?

The committee will announce the final results tomorrow.

- (a) The final results will be announced by the committee tomorrow.
- (b) The final results are announced by the committee tomorrow.
- (c) The committee will be announced by the final results tomorrow.
- (d) The final results were announced by the committee tomorrow.
- (e) The final results will announced by the committee tomorrow.

- 7) Which of the following sentence(s) is/are written in *active voice*?

- (a) The research paper was reviewed by the panel of experts.
- (b) The lecturer explained the theory with several practical examples.
- (c) The annual report has been prepared by the finance division.
- (d) The students completed the group discussion successfully.
- (e) The final decision was announced by the committee yesterday.

- 8) Which of the following sentence(s) is/are appropriate for formal *academic writing*?

- (a) The study indicates a strong relationship between motivation and performance.
- (b) The experiment gave some pretty interesting results.
- (c) Researchers identified several factors affecting student engagement.
- (d) The findings were kind of surprising to the participants.
- (e) The data suggest that regular practice improves language proficiency.

- 9) Which of the following statement(s) reflect(s) the most effective practice in professional *CV* writing?

- (a) Including lengthy paragraphs describing personal hobbies and family background.
- (b) Using informal language and colorful fonts to make the CV more attractive.
- (c) Listing responsibilities without emphasizing achievements or measurable outcomes.
- (d) Tailoring the CV to match the requirements and keywords of the specific job advertisement.
- (e) Including every qualification and experience regardless of relevance to the position.

- 10) Which of the following is/are (an) example(s) of inappropriate tone or content in a *cover letter*?

- (a) "I am confident that my communication and leadership skills would contribute positively to your organization."
- (b) "I desperately need this job, so please consider hiring me."
- (c) "I am writing to apply for the position advertised on your company website."
- (d) "My previous internship experience has prepared me for this role."
- (e) "I hate my current workplace and want to leave as soon as possible."

- 11) During a lecture, a student maintains eye contact with the speaker, avoids distractions, takes brief notes, and waits until the end to ask questions.

Which *listening* skill(s) is/are being demonstrated by the student?

- (a) Selective listening
- (b) Passive listening
- (c) Active listening
- (d) Defensive listening
- (e) Biased listening

- 12) Which of the following is/are more appropriate example(s) of *small talk* in a professional setting?

- (a) "Why did the company reject your proposal last month?"
- (b) "I heard your department has many internal problems."
- (c) "The weather has been quite pleasant this week, hasn't it?"
- (d) How much salary do you earn in this position?"
- (e) "Who do you think will be promoted next?"

- 13) You are working at the reception desk of a company. A visitor arrives for a meeting, but the employee they are supposed to meet is not in the office yet. The visitor appears frustrated and says, "I've been waiting for 20 minutes already. Doesn't anyone know what's going on here?"

What is/are the most appropriate way(s) to respond?

- (a) "That's not my responsibility. You should contact the employee directly."
- (b) "I understand your frustration. Let me check the employee's availability and update you immediately."
- (c) "You'll just have to wait until they arrive."
- (d) I apologize for the inconvenience. Please have a seat while I look into this for you."
- (e) "Maybe they forgot about the meeting."

- 14) You are attending a job interview for a competitive position. The interviewer asks, "Can you describe a situation where you failed at a task and how you handled it?" Which of the following response(s) demonstrate(s) effective *interview* skill(s)?

- (a) "I have never failed at anything important in my career."
- (b) The failure happened because my teammates were not competent enough."
- (c) "I do not like discussing negative experiences during interviews."
- (d) "I usually avoid tasks that I think might lead to failure."
- (e) "I once missed a project deadline due to poor time management, but I improved by using planning tools and communicating progress regularly with my team."

- 15) Which *non-verbal* behaviour(s) is/are most likely to enhance the speaker's professionalism and audience engagement during a formal business presentation?

- (a) Maintaining consistent eye contact with different sections of the audience
- (b) Crossing arms tightly throughout the presentation
- (c) Using controlled hand gestures to emphasize key points
- (d) Frequently looking at the floor while speaking
- (e) Adopting an upright and confident posture

Read the following excerpt and answer questions 16 – 20.

Digital technology is an important means of accessing information and communicating with one another in the twenty-first century. That said, it has also evolved to the point where the pervasiveness of digital devices has allowed them to develop a certain level of control over society. It has created a compulsion to *endlessly scroll through news feeds* and feed bits of our lives into the algorithm. All in the hopes of being noticed and validated by the same algorithms.

Digital technology has had a massive impact on our daily lives, making the importance of digital well-being more than something to be aware of, but a vital part of using these digital devices. This is especially true for young people, who have grown up in this digitally shaped world.

If you haven't heard the phrase "digital wellbeing", or simply know little about it, you are in the right place. This article discusses what digital wellbeing is, along with simple steps that can help support healthier relationships with everyday technology.

Digital wellbeing is the way using digital technology impacts both our mental and physical health. An unhealthy relationship with technology often translates into unhealthy lifestyle habits that can increase depression, anxiety, eating disorders, body dysmorphia, and more. Preserving your digital wellbeing is about finding a usage balance that preserves both our mental and physical health. For young people, who are still developing a sense of self and their place in the world, digital wellbeing becomes doubly important.

As the importance of digital wellbeing relates to protecting our physical and mental health, it is crucial that we develop good habits when it comes to using technology. This includes everything from limiting screen time to not sharing every part of ourselves with the world at large. Let's look at some reasons this practice is so important.

The world of digital devices and the internet is still a bit of a wild west situation. Sites are crawling with scams and spyware and misinformation designed to incite negative emotions or extract money from us. Focusing on the importance of digital wellbeing can help protect us both online and offline. Here are some of the dangers of unchecked digital device usage in our everyday lives.

Overuse of digital devices can lead to more sedentary lifestyles, which can translate into problems with our physical and mental wellbeing. Sitting in front of a screen for hours on end without getting up and moving has a tendency to lead to weight gain, increased risk of heart disease, and loneliness. Learning

to break up extended working or browsing sessions with simple physical activities that increase your heart rate can go a long way in mitigating these effects. Another downside of unhealthy internet usage that highlights the importance of digital wellbeing is emotional distress. Feelings of ineptitude and envy can be attributed to the constant exposure to unrealistic online representations of people and their lives. The emphasis on visual communication that is prevalent online can exasperate these feelings.

Online posts are often photoshopped, presenting an unrealistic picture of what life is or can be. This can contribute to feelings of inadequacy and depression. For young people, who are still learning to navigate the world, this can be even more detrimental. Learning to step aside and check the reality of posts and how to avoid obsessing over lifestyle fallacies is another step towards better digital wellbeing.

Monetary and relationship scams are pervasive online, and most of us feel that we have enough awareness to spot one in a heartbeat. This may be true, but the stress associated with over-exposure to digital content can lead to foggy minds and missed red flags. Slowing down and being more mindful with our digital consumption allows us to recognize when things don't seem right and avoid falling victim to online scams.

Using anything to the extent that it prevents living a full life is a problem. Like any addiction, digital addiction can create feelings of fear or anxiety when separated from our devices. It can also cause us to lose interest in things we once loved. This can negatively impact our self-esteem and brain development.

When digital usage tiptoes into the realm of addiction, having resources to help address it is vital. Letting people, and especially young people, know how and where to reach out for help can stop digital addiction from ruining lives.

We all live in a world with digital technology, having a roadmap to help us improve our digital wellbeing is the first step to navigating towards a healthier relationship with this technology. Here are some steps in the right direction.

Source: <https://ntccorporate.com/blog/importance-of-digital-wellbeing-in-young-people>

- 16) Which of the following best reflects the author's view of the relationship between social media and personal wellbeing?

- (a) Social media primarily improves users' confidence and self-image.
- (b) Social media has little influence on an individual's mental health.
- (c) Social media can contribute to unhealthy behaviors through constant comparison and the pursuit of online validation.
- (d) Social media is the most reliable source of information in modern society.
- (e) Social media affects only those who spend excessive amounts of time online.

- 17) The author's use of the phrase "*endlessly scroll through news feeds*" is intended to emphasize:

- (a) the efficiency of modern communication technologies.
- (b) the repetitive and potentially addictive nature of online engagement.
- (c) the variety of information available on social media.
- (d) the educational benefits of digital platforms.
- (e) the difficulty of accessing online content.

18) Based on the passage, why is digital wellbeing particularly important for young people?

- (a) They have greater access to technology than adults.
- (b) They are more skilled at using social media applications.
- (c) They are less likely to recognize online scams.
- (d) They are still developing their identity and understanding of their place in society.
- (e) They are particularly vulnerable to the effects of poor digital habits on their mental and physical health.

19) Which of the following can be inferred from the discussion of photoshopped images and online communication?

- (a) Most online users deliberately attempt to deceive others.
- (b) Social media platforms regulate unrealistic content effectively.
- (c) Exposure to idealized online images may lead people to make unfair comparisons with their own lives.
- (d) Online communication is less popular than face-to-face interaction.
- (e) People generally understand that online content is unrealistic and are unaffected by it.

20) Which statement best summarizes the central argument of the passage?

- (a) The dangers of technology outweigh its benefits.
- (b) Governments should impose stricter controls on social media platforms.
- (c) Digital technology should be removed from educational environments.
- (d) Maintaining healthy habits when using technology is essential for protecting both physical and mental wellbeing.
- (e) Physical health problems caused by technology are more serious than psychological problems.
