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DECEMBER 2025/SET A/PPE1020



FINAL EXAMINATION

BACHELOR OF COMMUNICATION (HONS) IN CORPORATE COMMUNICATION

COURSE : ENGLISH PREPARATORY COURSE

COURSE CODE : PPE1020

DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts : PART A (2 questions)
PART B (1 question)
PART C (3 questions)
2. Answer **ALL** questions from PART A, PART B and **ONE (1)** question from PART C in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/ PASSPORT NO. : _____
ID. NO. : _____
LECTURER : _____
SECTION : _____

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 7 printed pages including the front page

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PART A: SHORT STRUCTURED

Read the following text and answer the questions that follow

Article 1

- I Malaysia has undergone rapid development in many sectors since gaining independence. One of the most **crucial** areas that has consistently received attention from the government is healthcare. The steady improvement of medical services reflects the nation's commitment to safeguarding public well-being. This can be seen in the **expansion** of hospitals, clinics and medical training institutions over the past two decades, as well as the increasing number of healthcare professionals serving both urban and rural communities. Nevertheless, public healthcare facilities have **encountered** mounting challenges, including limited funding, overcrowded wards and long waiting periods for treatment. In response, the government has **encouraged** private healthcare providers to play a more active role in supporting the national healthcare system. With this collaboration, Malaysians today have access to a wide range of healthcare services offered by both public and private institutions. As a result, choosing the most suitable healthcare provider has become an important decision that requires careful evaluation of cost, quality, accessibility and efficiency. 5 10 15
- II Firstly, the scope of medical services offered by public and private healthcare institutions differs considerably. Public hospitals are designed to provide **comprehensive** medical care that covers almost every discipline, including emergency services, internal medicine, surgery, paediatrics, obstetrics and specialised treatments. These institutions aim to serve the general population, particularly low-income groups and vulnerable communities. In contrast, private hospitals tend to **concentrate** on specialised and high-demand medical services that yield higher returns. These include cardiology, orthopaedics, oncology, fertility treatment and elective procedures. Services that are less profitable or require extensive resources may not be prioritised by private providers, as they operate primarily on a profit-oriented model. 20 25
- III For example, Hospital Kuala Lumpur functions as a major referral centre that offers a broad range of specialised services and handles complex medical cases from across the country. On the other hand, private hospitals such as KPJ Healthcare and Gleneagles focus on selected areas of expertise and are **recognised** for their personalised care and advanced medical technology. Given these varied options, patients must carefully assess their medical needs and personal circumstances before deciding which healthcare institution to seek treatment from. 30 35

- IV Another key difference between public and private healthcare lies in the cost of treatment. Public healthcare services in Malaysia are heavily **subsidised** by the government, allowing patients to receive consultations, medications and hospital care at minimal charges. The government bears most of the operational costs, ensuring that healthcare remains affordable for the majority of citizens. In contrast, private healthcare institutions rely on patient fees, insurance payments and private investments to fund their operations. Consequently, treatment costs in private hospitals are significantly higher. For instance, a surgical procedure in a public hospital may cost only a few hundred ringgit, while the same procedure in a private hospital could amount to several thousand ringgit. Despite this, many Malaysians choose private healthcare due to shorter waiting times and greater comfort. Moreover, the availability of medical insurance and employer-sponsored health benefits has made private healthcare more accessible. 40 45
- V Despite these differences, public and private healthcare institutions share similarities in terms of competitiveness and **commitment** to quality. Both sectors strive to enhance their services by upgrading facilities, investing in modern medical equipment and recruiting skilled healthcare professionals. Hospitals continually improve patient care by introducing digital systems, improving ward conditions and ensuring efficient service delivery. Furthermore, both public and private institutions emphasise continuous training for medical staff to keep pace with advancements in medical science. Patient satisfaction, safety standards and institutional reputation have become important benchmarks in evaluating healthcare quality. 50 55
- VI In recent years, there has been a noticeable shift in public attitudes towards healthcare choices. Malaysians are now more informed and proactive in managing their health, often comparing the advantages and disadvantages of public and private healthcare services before making decisions. While public healthcare remains vital in providing affordable medical access for all, private healthcare plays an important role in easing the burden on public facilities and offering alternative options. **Ultimately**, individuals must carefully compare both systems before deciding which healthcare institution best meets their needs. This shift is also influenced by rising health awareness, lifestyle changes and the growing prevalence of chronic diseases that require long-term management. Families now consider not only immediate treatment, but also follow-up care, specialist access and overall patient experience. The government continues to regulate both sectors to ensure ethical practices and acceptable standards of care. Through effective collaboration between public and private healthcare providers, Malaysia aims to build a resilient healthcare system that can meet future challenges and serve the nation's needs sustainably. 60 65 70 75
- VI As healthcare demands continue to rise, long-term planning and informed decision-making are essential for both patients and policymakers. Investments in medical research, preventive care and community health education are increasingly prioritised to reduce future healthcare burdens. By understanding the similarities and differences between public and private healthcare services, Malaysians can make wiser choices that align with their financial capability, medical needs and personal expectations while contributing to a balanced national healthcare ecosystem. This balanced approach ensures sustainability, 80

equity and continuous improvement within Malaysia's healthcare system for present and future generations alike nationwide and supports national development goals effectively overall. 85

(Source: Adapted from Public and Private Healthcare Services in Malaysia, (2024)

QUESTION 1

Replace the following words with words that have similar meaning.

- a. crucial (line 2): _____
- b. expansion (line 5): _____
- c. encountered (line 8): _____
- d. encouraged (line 10): _____
- e. comprehensive (line 18): _____
- f. concentrate (line 23): _____
- g. recognised (line 32): _____
- h. subsidised (line 39): _____
- i. commitment (line 51): _____
- j. ultimately (line 66): _____

(Total: 10 marks)

QUESTION 2

Change the following words in the bracket by adding prefixes or suffixes.

- a. The teacher praised the students for their _____(honest) behaviour during the examination.
- b. The sudden storm made the journey extremely _____(danger).
- c. He tried to _____(agree) with the decision, but deep down he felt it was unfair.
- d. Regular exercise helps to _____(strength) the muscles and improve overall health.
- e. It is _____(possible) to finish the work on time without proper planning.
- f. The teacher warned the students not to _____(behave) during the assembly.
- g. Her explanation was very _____(help) to those who were confused about the topic.
- h. The company aims to _____(modern) its systems to keep up with new technology.
- i. The child's _____(care) handling of the glass caused it to break.
- j. The judge showed great _____(fair) while listening to both sides of the argument.

(Total: 10 marks)

QUESTION 3

Read **the text 'Article 1'** and write a summary on the similarities and differences between public and private healthcare services in 120 words.

(Total: 20 marks)

(TOTAL: 40 MARKS)

PART B: SHORT ESSAY – GUIDED WRITING

QUESTION 1

Your class has been talking about hobbies and free-time activities, and your lecturer asked you to write an essay about them.

Include these main points in your essay:

- some common hobbies people enjoy.
- why hobbies are important in our daily lives.
- how people can make time for their hobbies.

Write your essay in **200 - 250 words**.

(TOTAL: 30 MARKS)

PART C: SHORT ESSAY - EXTENDED WRITING

Answer only **ONE (1)** of the following questions. Write your answer in **250 – 300 words**.

QUESTION 1

You recently saw this advertisement in a lifestyle magazine. Write your review.

Reviews required!

New cafeteria has been launched last two weeks. Your Lecturer has asked you to come out with a good review and the best review will be published in the next university magazine.

In your review, you **MUST** include:

- write your experience about the food
- comment about the service
- describe the environment

QUESTION 2

You are assigned a task given by President of club. Write your report.

The Environmental Club conducted a survey to find out students' views on plastic use: Do they support banning single-use plastics in school?

In your report, you **MUST** include:

- write the purpose of the survey
- state the majority opinion on the matter
- offer recommendations

QUESTION 3

Your lecturer has asked you to write a story for the university newsletter. The title of the story is:

"A Day I Will Never Forget"

In your story, you **MUST**:

- describe the events of that day.
- explain what made it unforgettable.

(TOTAL: 30 MARKS)
(TOTAL: 100 MARKS)

END OF QUESTION PAPER

