

APPENDIX A

PROFICIENCY TEST

Name : _____

Matric number : _____

Course : VG 2023

Courses completed in proficiency programme: _____

Name of instructor: _____

Faculty : _____

Marks awarded : _____

Answer all questions and circle the correct answer.

1. Water _____ at a temperature of 100 C.
 - a. is to boil
 - b. is boiling
 - c. boils

2. In some countries _____ very hot all the time.
 - a. there is
 - b. is
 - c. it is

3. In cold countries people wear thick clothes _____ warm.
 - a. for keeping
 - b. to keep
 - c. for to keep

4. In England people are always talking about _____.
 - a. a weather
 - b. the weather
 - c. weather

5. In some places _____ almost everyday.
 - a. it rains
 - b. there rains.
 - c. it raining

6. In deserts there isn't _____ grass.
 - a. the
 - b. some
 - c. any

7. Places near the Equator have _____ weather even in the cold season.
 - a. a warm
 - b. the warm
 - c. warm

8. In England _____ time of year is usually from December to February.

- a. coldest
- b. the coldest
- c. colder

9. _____ people don't know what it's like in other countries.

- a. The most
- b. Most of
- c. Most

10. Very _____ people can travel abroad.

- a. less
- b. little
- c. few

11. Mohammed Ali _____ his first world title fight in 1960.

- a. has won
- b. won
- c. is winning

12. After he _____ an Olympic gold medal he became a professional boxer.

- a. had won
- b. have won
- c. was winning

13. His religious beliefs _____ change his name when he became champion

- a. have made him
- b. made him to
- c. made him

14. If he _____ his first fight with Sony Liston, no one would have been surprised.

- a. has
- b. would have
- c. had

15. He has traveled a lot _____ as a boxer and as a world famous personality.

- a. both
- b. and
- c. or

16. He is very well known _____ the world.

- a. all in
- b. all over
- c. in all

17. Many people _____ he was the greatest boxer of all time.

- a. is believing
- b. are believing
- c. believe

18. To be the best _____ the world is not easy.

- a. from
- b. in
- c. of

19. Like any top sportsman Ali _____ train very hard.

- a. had to
- b. must
- c. should

20. Even though he has now lost his title, people _____ always remember him as a champion.

- a. would
- b. will
- c. did

The history of 21 is

22 short one. For many centuries men

23 to fly, but with

24 success. In the 19th century a few

people succeeded 25 in balloons. But it

wasn't until the beginning of 26 century

that anybody 27 able to fly in a

machine 28 was heavier than air, in other

words, in 29 we now call a 'plane'. The

first people to achieve 'powered flight' were the

Wright brothers. 30 was the machine

which was the forerunner of the Jumbo jets and

supersonic airliners that are 31 common

sight today. They 32 hardly have

imagined that in 1969, 33 more than half

a century later, a man 34 landed on the

moon.

21. a. aeroplane c. an aeroplane
b. the aeroplane

22. a. quite a c. quite
b. a quite

23. a. are trying c. had tried
b. try

24. a. little c. a little
b. few

25. a. to fly c. into flying
b. in flying

26. a. this c. that
b. next

27. a. were c. was
b. is

28. a. who c. what
b. which

29. a. who c. what
b. which

30. a. His c. Theirs
b. Their

31. a. such c. so
b. such a

32. a. could c. couldn't
b. should

33. a. not much c. no much
b. not many

34. a. will be c. would be
b. had been

Already 35 is taking the first steps towards the stars. Although space satellites have existed 36 less than forty years, we are now dependent 37 them for all kinds of 38. Not only 39 being used for scientific research in space, but also to see what kind of weather 40. By 1998 there 41 have been satellites in space for forty years and the 'space superpowers' are planning to 42 massive space stations built. When these 43 completed it will be the first time 44 astronauts will be able to work in space in large numbers. 45 all that, in many ways the most remarkable flight 46 all was

- | | |
|---------------------------------------|-------------------|
| 35. a. a man
b. man | c. the man |
| 36. a. since
b. during | c. for |
| 37. a. from
b. of | c. on |
| 38. a. informations
b. information | c. an information |
| 39. a. are they
b. they are | c. there are |
| 40. a. is coming
b. comes | c. coming |
| 41. a. would
b. must | c. will |
| 42. a. have
b. make | c. let |
| 43. a. will be
b. are | c. will have been |
| 44. a. when
b. where | c. that |
| 45. a. Apart
b. For | c. Except |
| 46. a. of
b. above | c. at |

47 of the flying bicycle, which the world
saw on television, 48 across the Channel
from England to France, with nothing 49
a man to power it. As the bicycle-flyer said, 'it's
the first time 50 what hard work it is to
be a bird!'

- | | |
|------------------|-------------------|
| 47. a. it | c. that one |
| b. that | |
| 48. a. flying | c. fly |
| b. to fly | |
| 49. a. apart | c. than |
| b. but | |
| 50. a. I realize | c. I am realizing |
| b. I've realized | |

51. Many teachers _____ their students should learn a foreign language.

- a. say to
- b. say
- c. tell

52. Learning a second language is not the same _____ learning a first language.

- a. as
- b. like
- c. than

53. It takes _____ to learn any language.

- a. long time
- b. long
- c. a long time

54. It is said that Chinese is perhaps the world's _____ language to master.

- a. harder
- b. hardest
- c. more hard

55. English is quite difficult because of all the expectations _____ have to be learnt.

- a. who
- b. which
- c. what

56. You can learn the basic structures of a language quite quickly, but only if you _____ make an effort.

- a. are wanting
- b. will to
- c. are willing to

57. A lot of people aren't used _____ grammar in their own language.

- a. to the study
- b. to study
- c. to studying

58. Many adult students of English wish they _____ their language studies earlier.

- a. would start
- b. would have started
- c. had started

59. In some countries students have to spend a lot of time working _____ their own.

- a. on
- b. by
- c. in

60. There aren't _____ easy ways of learning a foreign language in your own country.

- a. no
- b. any
- c. some

61. Some people try to improve their English by _____ the BBC World Service.

- a. hearing
- b. listening
- c. listening to

62. _____ with a foreign family can be a good way to learn a language.

- a. Live
- b. Life
- c. Living

63. It's no use _____ to learn a language just by studying a dictionary.

- a. to try
- b. trying
- c. in trying

64. Many students of English _____ take tests.

- a. would rather not
- b. would rather prefer
- c. would rather not to

65. Some people think it's time we all _____ a single international language.

- a. learn
- b. should learn
- c. learnt

Wong is a teacher at a secondary school in Ipoh. He 66 the staff of the school in 1988 and 67 there ever since. Before 68 to Ipoh, he taught in Penang and in Johor, and before that he 69 a student at Universiti Kebangsaan Malaysia. So far he 70 Ipoh for as long as he was in Johor. He likes the town a lot and 71 like to stay there for at least another two years, or, 72 he puts it, until his two children 73 grown up a bit. He met his wife, Ai Ling, in 1982 while he 74 abroad for a while, and they got married in 1986. Their two children, Kim Meng and Yoke Chin, 75 both born in Ipoh. Kim Meng, 76 is four, has just started at kindergarten, but 77 sister 78 at home for another couple of

- | | | |
|-------------------------|---------------|--------------------|
| 66. a. has joined | b. joined | c. joins |
| 67. a. has been working | b. worked | c. works |
| 68. a. move | b. to move | c. moving |
| 69. a. has been | b. was | c. was being |
| 70. a. isn't | b. wasn't | c. hasn't been |
| 71. a. should | b. would | c. could |
| 72. a. how | b. which | c. as |
| 73. a. have | b. will have | c. will be |
| 74. a. was to live | b. was living | c. had been living |
| 75. a. are | b. were | c. have been |
| 76. a. who | b. which | c. he |
| 77. a. his | b. their | c. her |
| 78. a. shall stay | b. stays | c. will be staying |

years, because she is nearly two years 79
 than him. Mr and Mrs Wong 80 to live in
 a village, but now that they have children, they
81 into the town. Mr Wong wanted a
 house 82 the school
83 get to work easily. Unfortunately
84 one the two of them really wanted was
 too expensive, so they 85 buy one a bit
 further away. By the time the children
86 to secondary school,
87 Mr and Mrs Wong hope will be in Ipoh,
 the Wongs 88 living there for at least
 fifteen years. They can't be sure if they 89,
 but if they 90, their friends won't be too
 surprised.

- | | |
|---------------------------------------|-------------------|
| 79. a. younger
b. more young | c. the younger |
| 80. a. are used
b. use | c. used |
| 81. a. have moved
b. move | c. moved |
| 82. a. next
b. near | c. close |
| 83. a. in order
b. for | c. to |
| 84. a. the
b. a | c. that |
| 85. a. must
b. should | c. had to |
| 86. a. go
b. will go | c. will have gone |
| 87. a. that
b. which | c. what |
| 88. a. will have been
b. have been | c. will be |
| 89. a. stay
b. do stay | c. will stay |
| 90. a. don't
b. didn't | c. won't |

Now choose the correct question tag in the following 10 items and circle the correct answer.

91. John's coming to see you,

- a. hasn't he ? b. wasn't he ? c. isn't he ?

92. It's been a long time since you've seen him ,

- a. hasn't it ? b. isn't it ? c. haven't you ?

93. He's due to arrive tomorrow,

- a. won't he ? b. isn't he ? c. will he ?

94. He won't be getting in till about 10.30 a.m.,

- a. isn't he ? b. is he ? c. will he ?

95. You met him while you were on holiday ,

- a. didn't you ? b. weren't you ? c. haven't you ?

96. I think I'm expected to pick him up,

- a. aren't I ? b. don't I ? c. are you ?

97. No doubt you'd rather he stayed in Malaysia now ,

- a. didn't you ? b. wouldn't you ? c. shouldn't you ?

98. Nobody else has been told he's coming ,

a. is he ?

b. has he ?

c. have they ?

99. We'd better not stay up too late tonight ,

a. didn't we

b. have we ?

c. had we ?

100. I suppose it's time we called it a day,

a. didn't we ?

b. isn't it ?

c. don't I ?

THE END

APPENDIX B

VG 2023

SIMULATION : NEGOTIATING FOR A MERGER

THE SITUATION

The 1997 economic crisis has badly affected the Financial sector in Malaysia. Many of the banks and finance companies are saddled with very high non-performing loans.

In line with the government's policy to consolidate the weaker finance companies, Perfect commercial Finance berhad (PCFB) has invited asia Cempaka Finance berhad (ACFB) to negotiate a merger of the two financial institutions.

The two teams at the negotiating table are :

PCFB	ACFB
<ol style="list-style-type: none">1. Chief executive Director (Chairperson)2. Financial Controller3. Personnel manager	<ol style="list-style-type: none">1. Chief Executive Director2. Financial Controller3. Personnel manager

VG 2023

Background information

CEO's Proposal

PCFB

1. Majority shareholding - determined by team.
2. Percentage of assets to be injected : 60%
3. Not prepared to vacate CEO's post as proposed by ACFB .

ACFB

1. Equal shareholding : 50 / 50
2. Percentage of assets willing to inject : only 50 %.
3. PCFB CEO's post to be vacated.

Financial controller

The main role is to provide information on the financial status of own company in order to support arguments proposed by the CEO and the Personnel Manager.

Personnel Manager .

PCFB

1. Company with majority stakeholding will maintain its staff in employment.
2. Opt for VSS 'Voluntary Separation Scheme then the 'retrenchment sheme'.

ACFB

1. Equal percentage of staff to remain in employment.
2. Opt for two stages :
First the 'retrenchment' scheme
then the VSS scheme.

(to decide on the scheme to first implement)

3. Personnel Dept. to be headed by PCFB.

3. Personnel Dept should be headed by ACFB.

APPENDIX C

The interview questions for the students .

1. How do you define negotiation ?
2. Are negotiations interesting ? Why ?
3. Are negotiations easy or difficult ? Why ?
4. What are the problems one may encounter in negotiations ?
5. How do you find the language used in negotiations ?
6. What are the skills required in negotiations ?
7. Did you have to do a lot of thinking during negotiations ? Explain.
8. What are the criteria of effective negotiations ?
9. How should one prepare for negotiations?

Appendix D

VERIFICATION LIST.

Please tick the most applicable statements in relation to the question. You may also give remarks in the remarks column.

1. The definition of a negotiation :

- | | | Remarks |
|---|--------------------------|---------|
| a. a discussion to reach a solution | <input type="checkbox"/> | _____ |
| b. to come to an agreement where both parties are satisfied | <input type="checkbox"/> | _____ |
| c. a discussion to create a win win situation. | <input type="checkbox"/> | _____ |
| d. use words to present ideas. | <input type="checkbox"/> | _____ |
| e. to compromise on a topic | <input type="checkbox"/> | _____ |
| f. to discuss what we need and what the opponents need. | <input type="checkbox"/> | _____ |

2. A negotiation task is interesting as :

- | | | |
|---|--------------------------|-------|
| a. it is challenging and requires spontaneous response. | <input type="checkbox"/> | _____ |
| b. it is a discussion to reach an agreement. | <input type="checkbox"/> | _____ |
| c. you can argue with one another | <input type="checkbox"/> | _____ |
| d. a compromise | <input type="checkbox"/> | _____ |
| e. the way a negotiation is handled. | <input type="checkbox"/> | _____ |
| f. it is an informal discussion | <input type="checkbox"/> | _____ |
| g. it is exciting | <input type="checkbox"/> | _____ |
| h. find the best solution for both parties | <input type="checkbox"/> | _____ |

3. **Negotiations can be easy or difficult :**

- a. depending on the topic.

☐

Can be easy when :

- b. one is prepared / know his stand.

☐

- c. there is a compromise.

☐

- d. the person naturally likes to negotiate.

☐

- f. you get what you want

☐

- g. one understands the issue.

☐

Can be difficult when :

- a. one is not prepared and lacks knowledge.

☐

- b. finding ideas to cooperate

☐

- c. there is more advantage to the other side.

☐

- d. you are not at ease with the person.

☐

4. **Problems encountered during negotiation.**

- a. Difficult to contribute ideas when arguments are of advantage to the opponents.

☐

- b. when the team need to decide on the spot.

☐

- c. not enough information on the topic.

☐

- d. the other party is not interested to listen and compromise.

☐

- e. nervous.

☐

- f. trying to identify points made by opponent.

☐

- g. cannot contribute matters which were not his part.

☐

- h. misunderstanding due to body language / tone of voice.

☐

- i. unexpected questions.

☐

5. language used in negotiations

- a. language that is easily understood.
- b. no complex language needed
- c. to choose appropriate words.
- d. there is a special language
- e. simple and clear language.
- f. tactful.
- g. proficient in language

☐☐☐☐☐☐☐

6. Required skills to negotiate :

- a. must be able to talk
- b. listen well
- c. language used in good manner and appropriate
- d. cooperation.
- e. think fast and carefully.
- f. able to identify important points to counter argue.
- g. know what the opponent is thinking.
- h. appropriate gestures.
- i. understands the topic and able to express ideas.
- j. to avoid emotional reaction.

☐☐☐☐☐☐☐☐☐☐

7. Thinking is needed in negotiations to :

- a. responding to Qs spontaneously
- b. able to counter argue
- c. able to give concrete reasons
- d. responding to unexpected questions.

☐☐☐☐

- e. how to influence opponents. ☐
- f. careful considerations with language use. ☐
- g. how to prove them wrong ☐
- h. be analytical and creative to give alternative ideas. ☐
- i. to reject or to accept arguments ☐
- j. to defend own ideas and be critical to opponents' ideas ☐

8. Criteria of an effective negotiation.

- a. Both parties agree with the decisions made. ☐
- b. when agenda is completely discussed and results achieved. ☐
- c. The other party is satisfied. ☐
- d. no emotional reactions and no taking advantage. ☐
- e. there is a compromise. ☐
- f. the chairperson managed to handle the discussion. ☐

9. Preparation for negotiations :

- a. prepare information thoroughly on topic. ☐
- b. know your points / facts. ☐
- c. confident. ☐
- d. know opponents' / negotiators' characteristics and be prepared for their usual reactions. ☐
- e. dwell on what the opponents say. ☐
- f. have alternative plans to compromise. ☐
- g. have a team discussion before meeting opponent. ☐

APPENDIX E

COMMENTS ON LEARNERS' PERFORMANCE OF THE NEGOTIATION TASK.

Please comment on the effective or ineffectiveness of the performance of the task and factors / learner factors that contribute to the success or failure of the task.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears slightly aged or off-white. There is no handwriting or printed text on the page.

THANK YOU FOR YOUR COOPERATION

Appendix F

Teachers' comments

FPP 1 Teacher 1

" The negotiation for this group was quite effective because the participants greeted each other, created rapport and also introduced themselves. The successful factors due to first of all the agendas from both teams which led the negotiation to be smoothly done. The Ss understood their roles well, displayed confidence in presenting their ideas, tolerated the other party's views / points and portrayed good / active listeners / participants. The points were thoroughly discussed and the most important was the decisions were obtained after each point discussed. In addition, the teams also gave out their reasons to validate / strengthen their points.

As for the unfavourable factors, the ss (some had lack of eye contact and facial expression. Some of members' body gestures also were a little bit awkward. In terms of language of negotiation used : weren't used excessively, some interruptions weren't properly done. In the tense condition, not much buffer words to ease the situation. Used too direct language when suggesting the positions in which favored one own company. This showed less respect on the other party's ability. Towards the end all the points and decisions were rephrased -good! In my opinion, even though the decisions were achieved and the negotiations were done but the approach was not too favourable for one party since the two main decisions (position of CEO and personnel) were given to the hosting company.

FE 1 Teacher 1

" The negotiation for this group was really effective because from the beginning everything was very impressive : the way they dress up, greetings , etc. The successful factors due to several reasons. First of all, the brief explanation of the gatherings, the agendas from both teams, good language of negotiation from the participants and the alertness (refer to Aravind). The ss understood their roles excellently, displayed a lot of confidence when they talked, good support from the members of team to strengthen the points given / pursued by them. Portrayed a good team work. The ss were good listeners whereby the members were able to explain their points without constant and instant interruptions. The best thing, both teams (esp. the CEO (HC)) were able to handle the toughest decisions (to choose the CEO and personnel positions). The ceo also gave buffer statements/ reasons before he appointed himself for that position. In addition, I think all of them portrayed good personalities, some even acted as peacemakers. In terms of communication skills, they were quite fluent, their voices were clear , the points were easily understood. They also had very good eye contact, really showed their interest and respects for each other. They also could use the language of negotiation excellently. In my opinion the ss will be able to be good negotiators when they work.

FPP2 Teacher 2

To me, the task looked more like a mini presentation of each role. There are some efforts to negotiate on certain matters but there is still a lack in the skills. Eg: one person tries to put forth a suggestion the other party disagrees with it...and that's it. I think there are a few reasons to this.

1. Unable to respond to another person's views at the spur of the moment. They take some time to digest the idea and cannot provide the correct reaction. Probably because they have planned what they want to say and hence things go a little bit different if they are not prepared.
2. They might not be really sure of what their teams wants (objectives)
3. They might not be prepared with their limitations (to what extent are they willing to negotiate)

On the other hand, there are also some good efforts in using the language of negotiation. I think they have tried their best, considering the short time given.

Appendix G

Informant Personal biodata .

1. Name : Informant A
2. Age : 35
3. Qualifications: B. Sc in Computer Science
4. Working experience : 10 years in Management
5. Current position : Technical Development Manager
6. Employer : CELCOM
7. Years : 6 years
8. Do you use negotiations in your work ? If yes :
 - a. please describe the kinds of negotiations that you do and the kinds of people involved in your negotiation.
 - mostly contract negotiation which involves product pricing and service offerings.
 - people involved are mostly professionals.
 - b.. Do you negotiate mostly in English / in Bahasa.

All in English

Informant Personal biodata .

1. Name : Informant B
 2. Age : 34
 3. Qualifications: B. Education (hons)
 4. Working experience : 5 years Language training
1 year Management training
5 years Marketing
 5. Current position : Senior Account Manager
 6. Employer : Erricson Telecommunications
 7. Years : 5 years
 8. Do you use negotiations in your work ? If yes :
 - a. please describe the kinds of negotiations that you do and the kinds of people involved in your negotiation.
 - Negotiate with customers on contract matters, pricing of products and services
 - Negotiate with suppliers on pricing
 - People : various background -technical, financial, commercial & management level
 - b.. Do you negotiate mostly in English / in Bahasa.

All negotiations are in English
-

APPENDIX H

Table 26 : *Informants' perception on learners' performance on the effectiveness of the negotiation task of group B1*

	Positive factors / Strength	Negative factors / Weakness
INFORMANT A	<ul style="list-style-type: none"> * better use of facts and data by PCFB group. 	<ul style="list-style-type: none"> objectives and purposes were not properly laid out. should use a lot more figures and facts too quick in making decisions easily accepted opponents' argument shows no confidence in own proposal. participants were not relaxed no development leading to the decision made.
INFORMANT B	<ul style="list-style-type: none"> * structure of meeting was presented to allow an understanding of discussion. * good visual preparation * better arguments from PCFB group clear presentation of arguments and clear expression of oneself. positions of each party was well stated. a summary was presented. both parties able to agree : ACFB too easily agreeing. good command of language by the CEO 	<ul style="list-style-type: none"> personal attack on CEO's qualities. ACFB easily agreeing

Table 27 : Informant' perception of the effectiveness of learners' performance in the negotiation task of group B 2 .

Informant A	Positive factors / Strength	Negative factors / Weakness
Informant A	<ul style="list-style-type: none"> * good strategy : taking all into account in making stands • * professional appearance • use current company's strength in negotiating. * use good points in seeking clarification • * good presentation on financial status. • use of figures consistently • the group appeared relax. • defer decisions for further discussion * gave a number of alternatives 	<ul style="list-style-type: none"> * not a convincing appearance of the CEO of ACFB : • . shows weakness in management • opening did not clarify objectives • the meeting was not well conducted by the chairperson.
Informant B	<ul style="list-style-type: none"> * good command of language by PCFB allow them to overwhelm ACFB • * good visual preparations by both parties • * position well stated • PCFB able to clearly show disagreement. * PCFB able to offer alternatives 	<ul style="list-style-type: none"> * meeting did not have a structure. *presentation of financial figures were not linked to any part of discussion. • *chairperson was not confident : unable to control meeting : meeting had no direction • facts and figures were presented without considering other party. • ACFB not able to counter argue maybe due to language command and preparation.

Table 28 : Informants' perception of the effectiveness of learners' performance in the negotiation task of group E 1

	Positive factors / Strength	Negative factors / Weakness
Informant A	<ul style="list-style-type: none"> * understand subject matter well : ACFB CEO's arguments & counter argument * use figures and data to advantage * able to dictate the direction of discussion • a good proposal by PCFB • a good conduct of meeting but lacking in terms of development. 	<ul style="list-style-type: none"> * making decisions too quick without exploring the alternatives *PCFB not able to counter argue • negotiating without presenting the bottomline : financial status not consistent in using figures to support argument.
Informant B	<ul style="list-style-type: none"> • * introduction by chairperson: allowed all present to understand reason and purpose of meeting. *agenda : showed structure of meeting * both sides able to present company's position * good command of language by both CEOs * summary at the end of meeting. * a good discussion process before reaching agreement. 	<ul style="list-style-type: none"> * PCFB CEO not taking control of meeting for his side : always giving others to talk. * Personnel managers showed less command of language : at times it was difficult to understand points.