ACADEMIC YEAR 2022 – 2023

Program	Year	Semester	Paper
PE	**4**	**1**	**MAIN 1**

MODULE NAME:	**Business Correspondence and Communication**		
MODULE CODE:	**TENG-V**	EXAM DATE:	**02/01/2024**
TEACHER'S NAME:	**Dr. Rommel Pascual Manzon**	DURATION:	**2 hrs.**

Questions to be answered on:	Allowed requirements	Number of pages
Space provided on the question paper	Pen	(Incl. Cover Page): 11

Points of Attention:

- For each question, the maximum earned points are mentioned between brackets at the end of each question.
- Write very clearly! Answers that are not readable are not marked and don't get points!
- Make sure your answers are written to the point.
- All answers should be written **in English**.
- Write all the answers **in blue or black pen only**.
- When finished, submit the question paper together with the answer scripts and the signed cover page to the invigilator.
- Any cheating/copying may result in an instant failing of the examination.

FINAL MARKS

STUDENT NAME:			**50**
STUDENT ID:			**10**

Number of answer scripts: ……………………

Student's signature: ………………………………

Invigilator: …………..……...........

Time of receipt: ……………........

Question 1. How has the Process Engineering Programme equipped you with the skills to design and conduct evaluations of programs or projects? Write three skills that you will apply to improve the effectiveness and efficiency of your work. Explain how they can be utilised effectively in your future career. (10 marks)

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TA-5	OCC-5	V-5	GAR-5	M-5	Total-25	10 Marks

Question 2. Paraphrase the text below. You have to cite your paraphrase. **(4 marks)**

There is a general understanding that the overall productivity and success of an organisation depends on the effective and efficient performance of employees and that better performance depends on the employees' job satisfaction. For that purpose, researchers have identified various aspects of job satisfaction, their relative importance, and their relationship with performance and productivity.

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TA -4	P/WC-4	TS/O-4	G-4	Total-16	4 Marks

Question 3. Develop three research questions and three objectives based on the provided topic. Please make sure that they are researchable, measurable, and achievable. **(6 marks)**

Research Title	Improving Human Productivity in the Workplace: Factors that Influence Employee Performance
Research Questions:	1. _____ _____ 2. _____ _____ 3. _____ _____
Research Objectives:	1. _____ _____ 2. _____ _____ 3. _____ _____

CRQ-5	RSQ-5	FO-5	Total 15	6 Marks

Question 4. Compose a business correspondence using the information given below.   **(15 marks)**

Scenario: You are the safety supervisor of Safety International LLC. Some pieces of equipment in the Process Department require rigorous maintenance and you have to contact a maintenance provider as soon as possible.

Task: Write a business letter of enquiry to Mr Hamed Ali Al Hedrami, General Manager of Maintenance International LLC, P.O. Box 231, P.C. 322, Street No. 45, Block 4, Matrah Al Kubra, Muscat, Sultanate of Oman. Introduce yourself to the manager, explain your enquiry by asking three crucial questions. Use functional language, and your letter should have a proper tone.

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TA-5	OCC-5	V-5	GAR-5	M-5	Total-25	15 Marks	

Question 5. Compose a business memorandum using the information given below. **(15 marks)**

Scenario: In light of your commitment to maintaining a safe and healthy work environment, this memorandum aims to highlight key safety protocols and guidelines applicable to your operations in the oil and gas industry. As you continue to prioritize the well-being of your employees, clients, and the environment, each member of your team must adhere to the highest standards of safety.

Task: Compose a memorandum addressed to all staff at Suhar Aluminium mentioning the details and relevance of Health, Safety and Environment (HSE) in the workplace. Use formal language and with a proper tone.

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TA-5	OCC-5	V-5	GAR-5	M-5	Total-25	15 Marks

Summary and Paraphrase Marking Criteria (Question 2)

	4	3	2	1
Task Achievement/Main Ideas	The summary accurately and effectively reflects the main ideas of the original text, including all important details and supporting evidence.	The summary reflects most of the main ideas of the original text, but some important details or evidence may be missing or unclear.	The summary reflects some of the main ideas of the original text, but important details or evidence are missing or unclear.	The summary reflects few of the main ideas of the original text, and important details or evidence are missing or unclear.
Paraphrasing/Word Choice	The summary effectively paraphrases the original text, using appropriate vocabulary and phrasing to convey the meaning accurately and clearly.	The summary uses mostly appropriate vocabulary and phrasing to paraphrase the original text, but some sentences may be awkward or unclear.	The summary uses limited or inappropriate vocabulary and phrasing, making it difficult to understand the meaning of the original text.	The summary relies heavily on direct quotes from the original text, with little to no paraphrasing or original language.
Text Structure/Organization	The summary is well-structured and organized, with a clear introduction, body, and conclusion. Transitions are used effectively to guide the reader and connect the ideas.	The summary is mostly well-organized, but some sections may be unclear or lack transitions.	The summary is somewhat disorganized, with unclear sections and few transitions.	The summary is poorly organized, with no clear introduction, body, or conclusion.
Grammar	The summary demonstrates excellent grammar, with no errors in punctuation, spelling, or sentence structure.	The summary demonstrates good grammar, with few errors in punctuation, spelling, or sentence structure.	The summary demonstrates fair grammar, with some errors in punctuation, spelling, or sentence structure.	The summary demonstrates poor grammar, with many errors in punctuation, spelling, or sentence structure.

Marking Criteria (Writing Question 3)

Criteria	0	1	2	3	4	5
Clarity of Research Question	The research question is unclear and irrelevant to the topic.	The research question is partially clear but not directly related to the topic.	The research question is clear and relevant but lacks specificity.	The research question is clear, concise, and directly related to the topic.	The research question is well-crafted, focused, and demonstrates a deep understanding of the research topic.	The research question is exceptional, insightful, and innovative, with significant implications for the research field.
Relevance of Sub-Questions	Sub-questions are irrelevant and not related to the main research question.	Sub-questions are partially relevant but lack focus and specificity.	Sub-questions are relevant and directly linked to the main research question but lack specificity.	Sub-questions are relevant, clear, and directly linked to the main research question.	Sub-questions are well-crafted, focused, and demonstrate a deep understanding of the research topic.	Sub-questions are exceptional, insightful, and innovative, contributing significantly to the existing literature on the topic.
Feasibility of Objectives	Objectives are not feasible or realistic in terms of data collection and analysis.	Objectives are partially feasible but lack clarity and specificity in terms of data	Objectives are feasible and realistic but lack clarity and specificity in terms of data	Objectives are feasible, realistic, and clear in terms of data collection and analysis.	Objectives are well-crafted, realistic, and demonstrate a deep understanding of	Objectives are exceptional, innovative, and demonstrate a deep understanding of the research topic in terms

| | | collection and analysis. | collection and analysis. | | the research topic in terms of data collection and analysis. | of data collection and analysis. |

(OpenAI, 2023)

Writing Marking Criteria (Writing Questions 1, 4 and 5)

Mark	Task Achievement	Organisation, Coherence, Cohesion & Layout	Vocabulary	Grammatical Accuracy & Range	Mechanics (Capitalisation, Punctuation and Spelling)
5	Addresses all parts of the task extremely well. Presents a relatively well-developed response with completely relevant supported ideas. More or less than 10% of the specified word limit.	Writing is extremely well-organised with a sense of linear progression. Uses cohesive devices quite well to demonstrate logical relationships and to link paragraphs.	Uses a wide range of vocabulary and a high register required for the task. Uses less common vocabulary items for the level with ease. No errors in word formation.	Uses basic and complex structures which are completely accurate.	No spelling mistakes, capitalisation, and punctuation difficulties. Paragraphing is in logical order. Uses Times New Roman Font Size 12, spacing line 1.5 in all or almost all parts. or Handwriting is fully legible.
4	Addresses all parts of the task well. Presents a clear response. Most of the supporting ideas are relevant though a few may be oversimplified or lack focus. More or less than 15% of the specified word limit.	Writing is well-organised, but a few points may not have a clear logical progression. Uses some cohesive devices well, though there may be some repetition. Most of the paragraphs are linked.	Uses a good range of vocabulary for the task, and register is appropriate. Uses less common vocabulary though with a few difficulties. A few problems with word formation.	Uses an adequate range of primary and sophisticated structures. Complex structures tend to be less accurate though basic structures are mostly accurate.	A few spellings, capitalisation and/or punctuation difficulties though they do not intrude on communication. Paragraphing is adequate. Uses Times New Roman Font Size 12, with a spacing line of 1.5 in most parts. or Handwriting is legible.
3	Addresses most parts of the task. Presents a clear response. Supporting ideas are generally relevant. Meaning is communicated through often ideas that are oversimplified or unfocused. More or less than 20% of the specified word limit.	Some points may not have a clear progression. Uses some cohesive devices, though there may be some repetition. Some paragraphs may not be clearly linked.	Uses an adequate range of vocabulary for the task. The register is generally appropriate. Uses some less common vocabulary though with difficulty. The register is generally appropriate. Some problems with word formation.	Uses a modest range of underlying structures. Complex structures are generally not used accurately. Most of the basic structures are used accurately.	A substantial number of spelling, capitalisation and/ or punctuation difficulties though they do not hinder communication. There may be no adequate paragraphing. Uses Times New Roman Font Size 12, spacing line 1.5 in some parts. OR Handwriting is legible.
2	Addresses some aspects of the task though some are more covered than others. Presents main ideas, but some ideas lack details or focus. Some meaning is communicated. More or less than 20% of the specified word limit.	Writing suffers from inadequate organisation though the main and supporting ideas can to some extent be identified limited range of cohesive devices which	Uses vocabulary required for the task though some words may be used repetitively. Little attempt to go beyond basic, common vocabulary, which is generally used with great	Uses a limited range of primary and complex structures which is widely used inaccurately. Some meaning is communicated.	Considerable capitalisation and punctuation difficulties. Some consistent errors in spelling (i.e., same word misspelt the same way). Paragraphing may be very inadequate. Uses Times New Roman Font Size 12, with a spacing

		may be repetitive or inadequate.	difficulty. The register is generally appropriate.		line 1.5. or Handwriting is not easily legible.
1	Addresses the task only partially or minimally. Presents some relevant main ideas though they are mostly unsupported or have irrelevant support. Meaning is communicated but is challenging to understand. More or less than 30% of the specified word limit.	Writing does not demonstrate a clear progression. Cohesive devices may be inaccurately used or missing. Meaning is communicated but is challenging to understand.	The limited or insufficient range of vocabulary may lead to confusion and oversimplification. Meaning is still communicated, though it is difficult to follow. Widespread lapses in register.	Uses a very limited range of primary and complex structures which have many regular, repeated errors. Meaning is communicated but is challenging to understand.	Gross and widespread errors in capitalisation and punctuation. Consistent and inconsistent spelling errors cause reader confusion. Paragraphing inappropriate/lacking. Uses Times New Roman Font Size 12, spacing line 1.5 in few parts. OR Handwriting is not legible.
0	Totally off-topic or No Attempt. More than 20% Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.	Totally off-topic or No Attempt. More than 20% are Plagiarised from outside sources.

Benchmarked against The University of Sheffield 201

References:

Inayat, W., Jahanzeb Khan, M., Desta, D.M., and Tsadik, A. (2021). A Study of Job Satisfaction and Its Effect on the Performance of Employees Working in Private Sector Organizations, Peshawar. Education Research International, [online] 2021(1751495), pp.1–9. doi:https://doi.org/10.1155/2021/1751495.

OpenAI. (2023). ChatGPT. Research Questions Rubric. https://chat.openai.com/c/862c50ee-9650-46da-b968-1c6ae7b485a0. (Accessed 5 December 2023).

Periyasamy, R. (2020). Employee Performance – 3 Key Factors that will Improve it. [online] Apty. Available at: https://www.apty.io/blog/employee-performance-factors/. (Accessed 9 April 2023)

MLO & Bloom's Level of Complexity

Q #	MLO Addressed	Complexity Level	Mark	Remark
Writing				
Q2	**MLO2**	Apply	**4**	
Q1 Q3 Q4 Q5	**MLO2** **MLO3** **MLO5**	Apply / Analyse / Synthesis	**46**	