MUET Practices

Question 1

PRACTICE • 1   Adapted from MUET March 2015

University Ace conducted a survey to assess the quality of service provided by canteen operators after attending courses. The respondents of the survey comprise local students, foreign students, staff and visitors. The results of the survey are shown in Table 1 and Table 2. Using only the information provided, analyse the respondents' rating of level of satisfaction with the quality of service provided by the canteen operators. In your answer, you are to link the information provide in Table 1 and Table 2. You should write **150 to 200 words**.

Table 1: Respondents' Rating of Level of Satisfaction

Courses offered	Aspect	Rating			
		Local students	Foreign students	Staff	Visitors
Communication Skill	Manner of greeting	3	3	4	5
	Manner of taking orders	3	3	4	4
	Manner of asking questions	1	2	3	3
	Manner of answering enquiries	1	2	3	3
Work Ethics	Ability to serve professionally	5	4	5	4
Language at Workplace	Ability to communicate politely	2	1	1	2
Personal Hygiene	Cleanliness	4	4	3	3
	Personal grooming	4	5	2	3

Note: Rating level
5 – Very satisfied; 4 – Satisfied; 3 – Fairly satisfied; 2 – Not so satisfied; 1 – Not satisfied at all

Table 2: Courses Offered for Canteen Operators

Course offered	Number of canteen operators who attended the course
Communication Skill	35
Work Ethics	65
Language at Workplace	10
Personal Hygiene	50

PRACTICE • 2 — Adapted from MUET November 2014

The following visuals show size of areas of peat swamp forest depletion in three wetlands and reasons for the depletion. Using the information in Figure 1 and Table 1, analyse the size of the areas of depletion in the three wetlands. In your writing, you are to link the information found in the two visuals. You should write **150 to 200 words**.

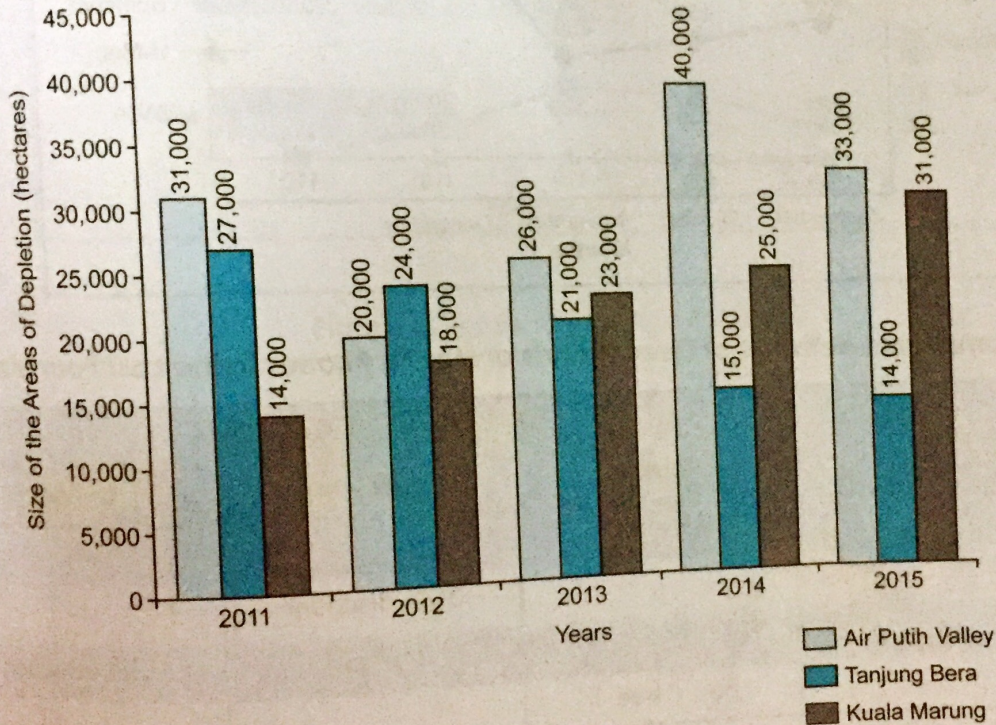Figure 2: Size of the Areas of Depletion in Three Different Wetlands between 2011 and 2015

Table 1: Reasons Cited for Depletion

Wetlands / Reasons	Air Putih Valley	Tanjung Bera	Kuala Marung
Illegal drainage			✓
Climatic conditions	✓	✓	✓
Pollution	✓	✓	✓
Peat fires			✓
Land use conversion	✓	✓	✓
	✓		

Using only the information presented in both visuals, analyse the sales of three brands of mobile phones in the last four months. In your answer, compare and contrast the information given. You should write a report within **150 to 200 words**.

Figure 1: Sales of Three Brands of Mobile Phones in the Last Quarter of 2014
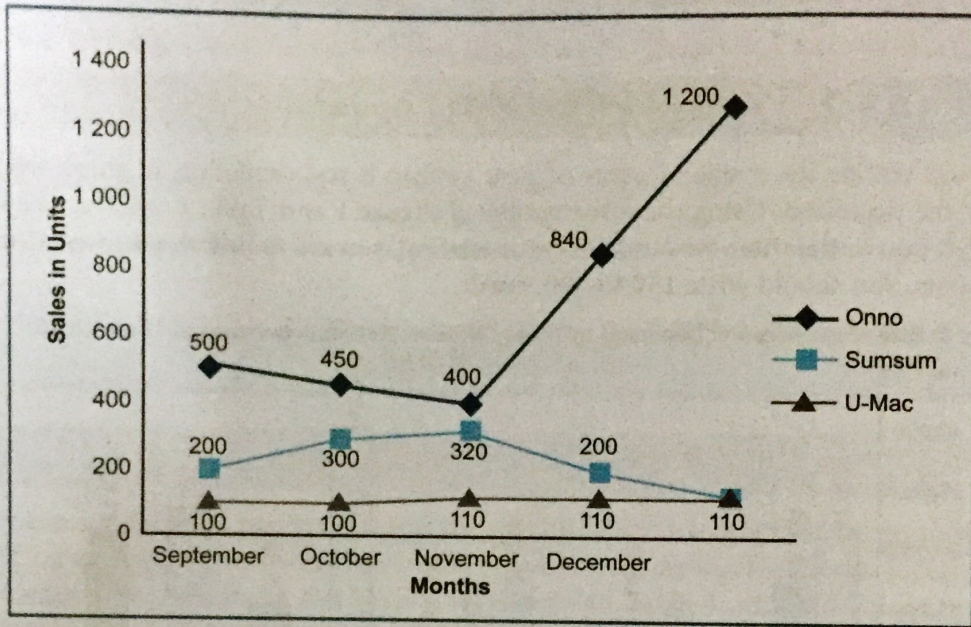
Table 1: Promotional Activities of Three Brands of Mobile Phones in the Last Four Months

Months	Promotional Activities		
	Onno	Sumsum	U-Mac
September	Free gift	-	-
October	-	30% discount	-
November	-	Free gift	Gift voucher
December	Buy 1 free 1	-	-

Note: Word count

1 word	2 words	3 words	4 words	6 words
• Figure 1 • Onno • Sumsum • U-Mac • Sep-Dec • 'free gift' • 'gift voucher' • '30% discount' • 'buy 1 free 1'	• Figure One • free gift • gift voucher • 30% discount	• 30 percent discount	• buy 1 free 1 • 30 per cent discount	• 50% discount on the next item

PRACTICE • 4   Adapted from MUET July 2014

Using the information in the two visuals, compare the types of exercises of male and female youths. You should write within **150 to 200 words**.
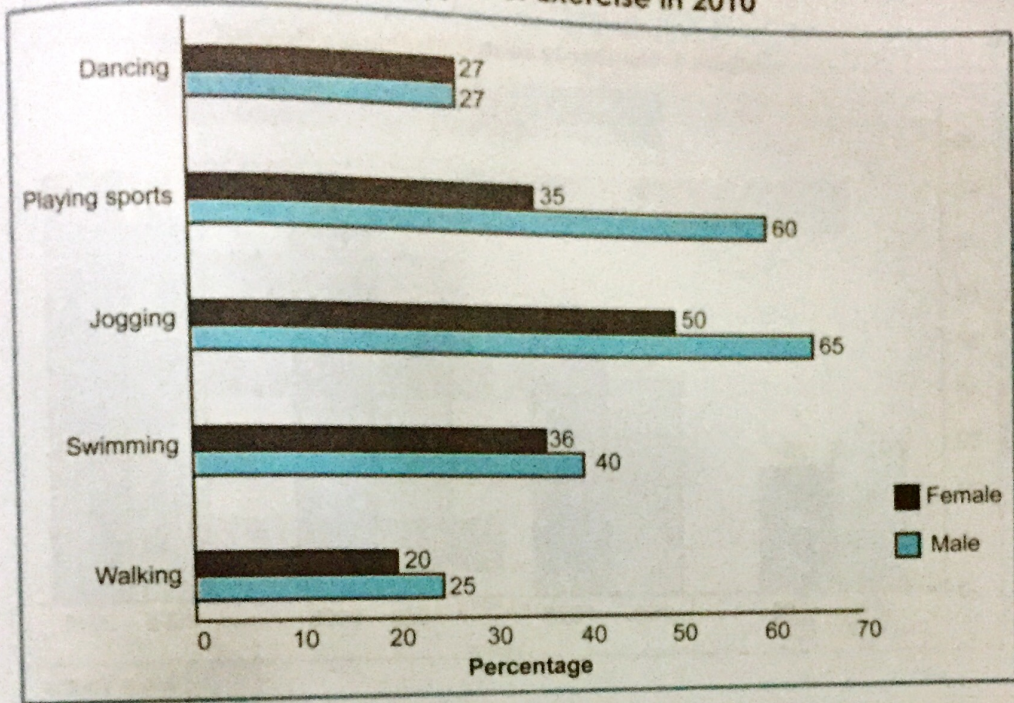
Figure 1: Types of Exercise in 2010

Type	Female	Male
Dancing	27	27
Playing sports	35	60
Jogging	50	65
Swimming	36	40
Walking	20	25

Percentage (0, 10, 20, 30, 40, 50, 60, 70)

■ Female
▨ Male

Figure 2: Types of Exercise in 2014

Type	Female	Male
Dancing	54	54
Playing sports	70	60
Yoga	75	72
Pilates	60	30
Power walking	40	32

Percentage (0, 10, 20, 30, 40, 50, 60, 70, 80)

■ Female
▨ Male
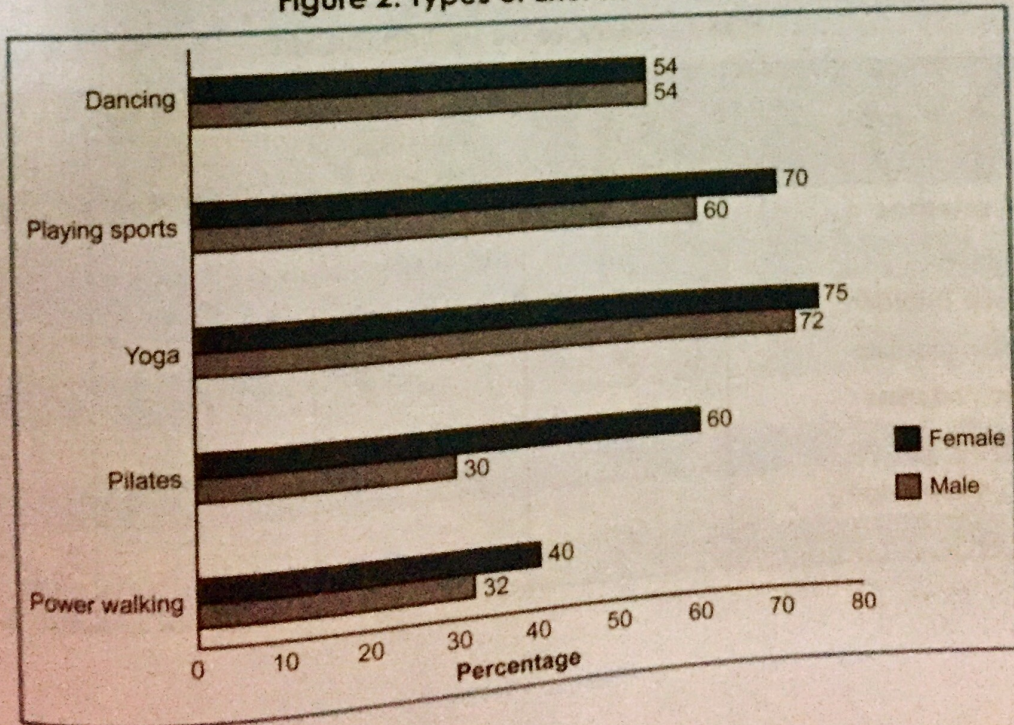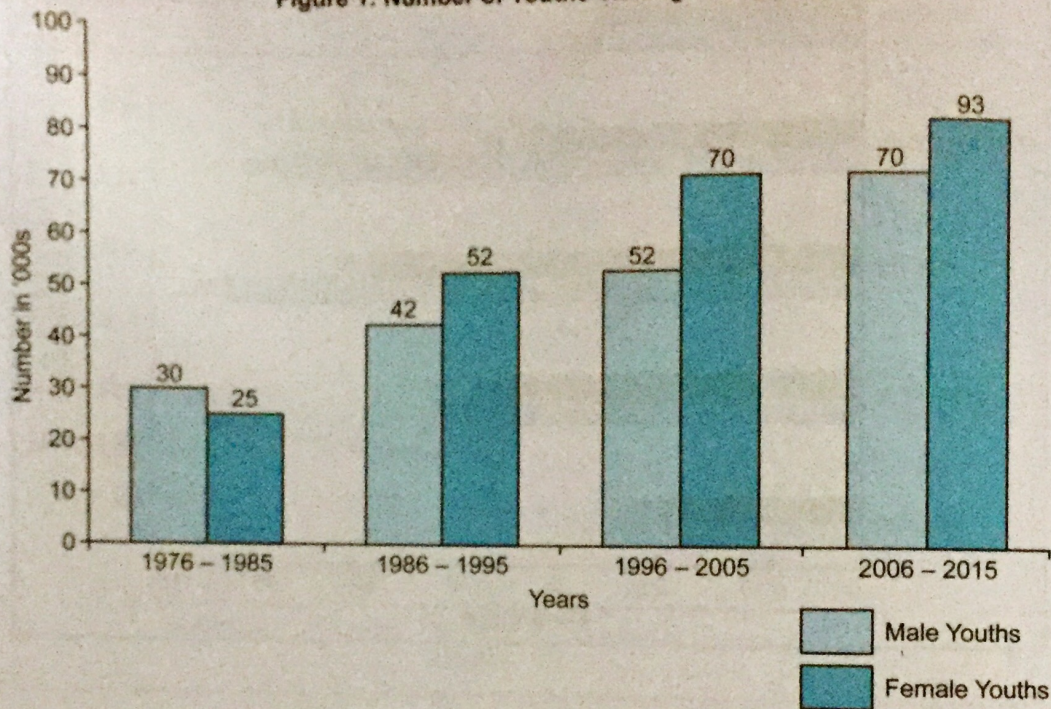
The following visuals presents the results of a survey conducted on the number of youths visiting the spa in the past 40 years and their reasons for doing so. Analyse the results of the survey, linking the information presented in the two visuals. You should write **150 to 200 words**.

Figure 1: Number of Youths Visiting the Spa

Table 1: Reasons for Visiting the Spa

Reasons	1976 – 1985		2006 – 2015	
	Male Youths	Female Youths	Male Youths	Female Youths
Medical reasons				
Alleviating pain	✓		✓	✓
Curing sleep disorder			✓	
Treating skin problem	✓	✓	✓	✓
Cosmetic reasons				
Slowing down aging				
Improving complexion				✓
Losing weight				✓
			✓	✓

PRACTICE • 6 Adapted from MUET November 2014

The following visuals present the results of a survey conducted on commuters' choice of transport and the reasons for choosing it. Analyse the results of the survey, linking the information found in the two visuals. You should write within 150 to 200 words.

Figure 1: Choice of Transport

Mode	Senior citizens	Adults	Young adults	Teenagers
Train	22	16	10	24
Car	13	41	32	16
Taxi	27	5	5	4
Bus	20	12	13	18
Motorcycle	8	22	35	12
Bicycle	10	5	5	26

Percentage
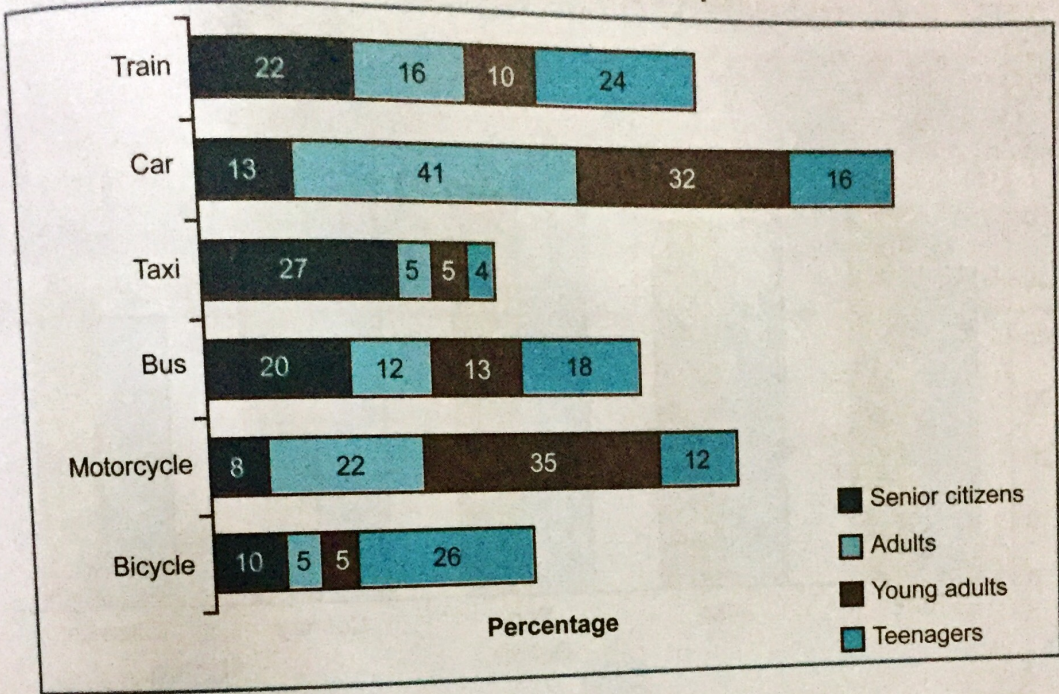
Table 1: Reasons for Choice of Transport

Reasons / Mode	Convenient	Cheap	Fast	Safe	Comfortable
Bicycle		✓			
Motorcycle	✓		✓		
Bus		✓			✓
Taxi	✓		✓	✓	✓
Car	✓		✓	✓	
Train	✓	✓	✓		

PRACTICE • 7 Adapted from MUET July 2013

Study the charts below and write about the music genres of youths. In your writing, compare and contrast the information given. You should write 150 to 200 words.
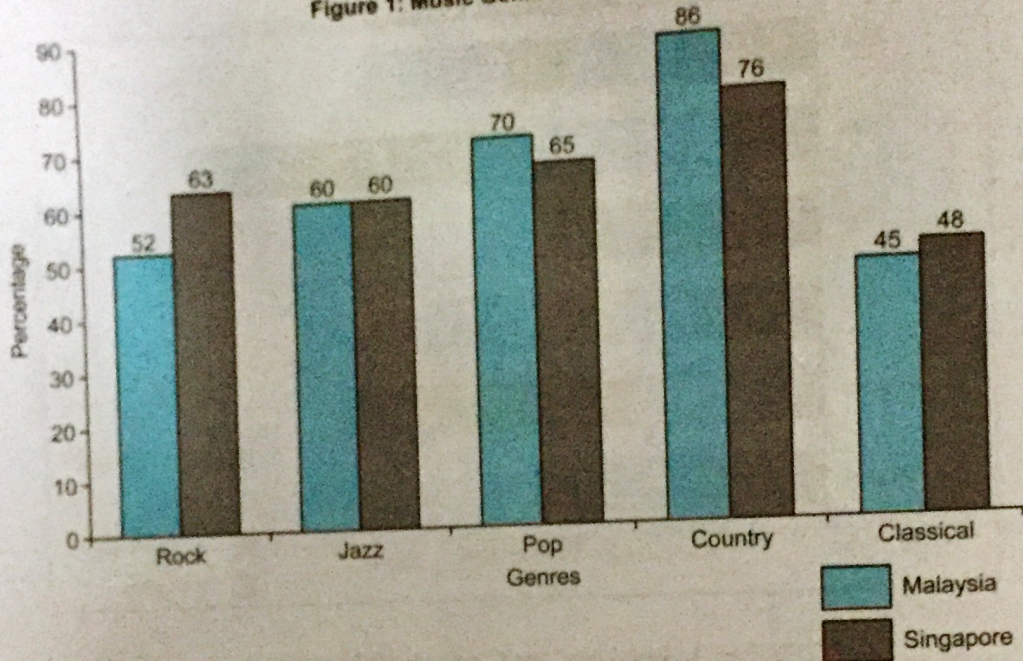
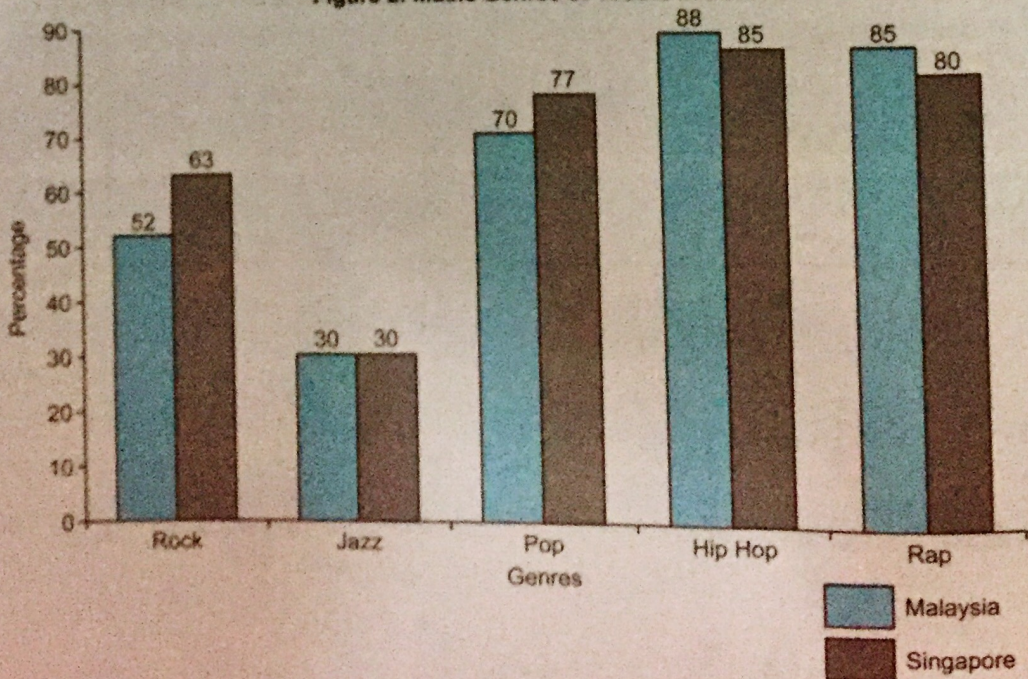**Figure 1: Music Genres of Youths in 1975**

Malaysia
Singapore

**Figure 2: Music Genres of Youths in 2015**

Malaysia
Singapore

PRACTICE ● 8 Adapted from MUET July 2013

Using the data given below, analyse technological gadget ownership in the three regions. In your analysis, you are to link smartphone and tablet ownership with income level. You should write 150 to 200 words.

Table 1: Technological Gadget Ownership by Region (2011-2015)

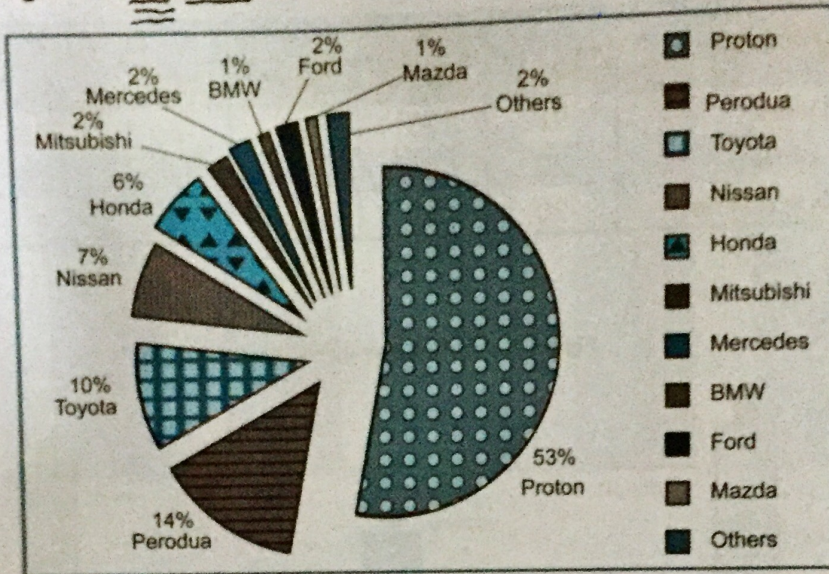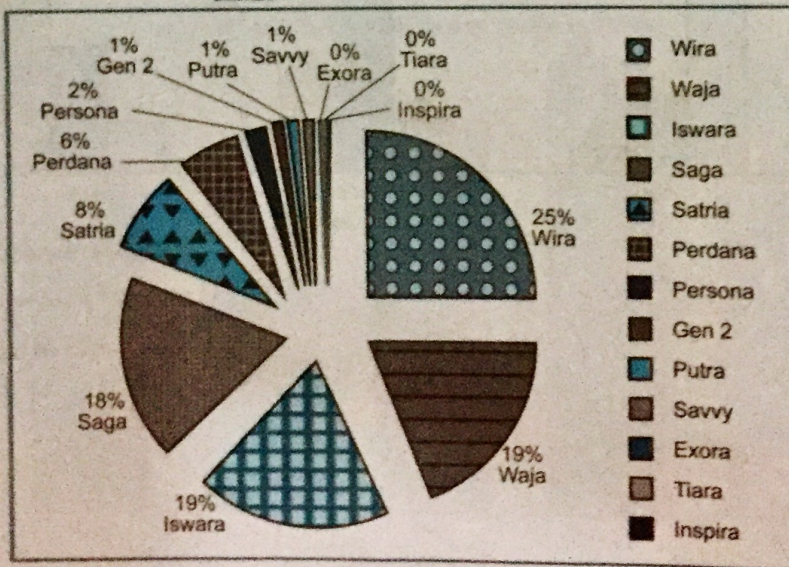| Region	Tablet (%)			Smartphone (%)		
	2011	2013	2015	2011	2013	2015
Developed countries	95	95	95	60	75	85
Developing countries	70	85	90	30	55	80
Under-developed countries	20	25	30	5	8	40

Figure 1: Income Level by Region (2015)
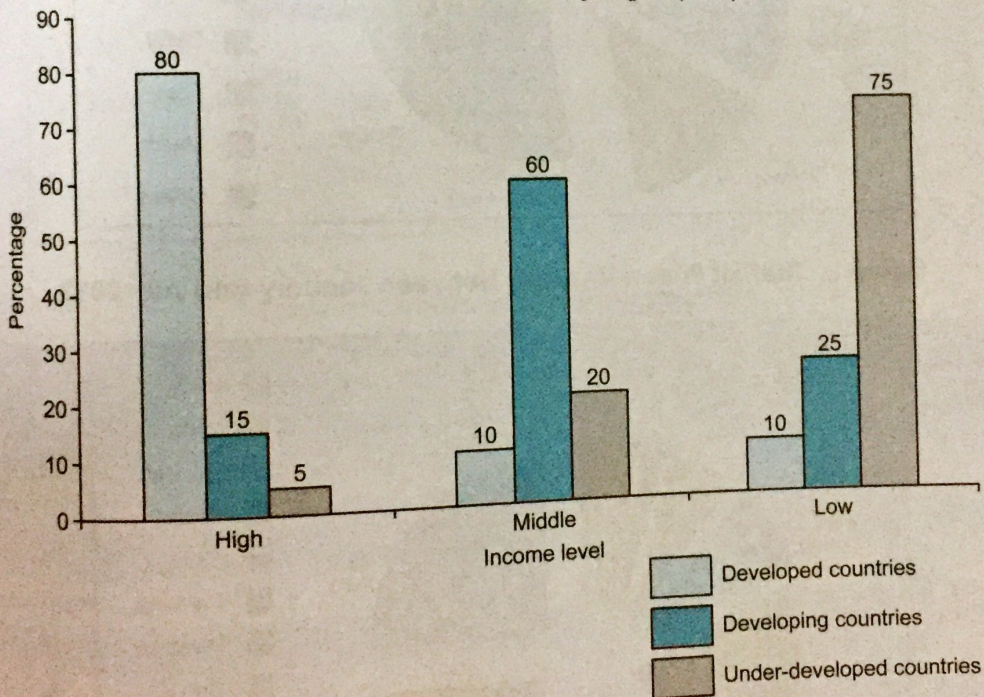
PRACTICE • 9

The two visuals show statistics of car theft compiled by the Royal Malaysian Police between January and July 2012. In your writing, you are to link the information given in the two visuals. You should write within 150 to 200 words.

Figure 1: Car Thefts in Malaysia between January and July 2012

Thief

- 53% Proton
- 14% Perodua
- 10% Toyota
- 7% Nissan
- 6% Honda
- 2% Mitsubishi
- 2% Mercedes
- 1% BMW
- 2% Ford
- 1% Mazda
- 2% Others

Legend: Proton, Perodua, Toyota, Nissan, Honda, Mitsubishi, Mercedes, BMW, Ford, Mazda, Others

Figure 2: Theft of Proton Vehicles between January and July 2012

- 25% Wira
- 19% Waja
- 19% Iswara
- 18% Saga
- 8% Satria
- 6% Perdana
- 2% Persona
- 1% Gen 2
- 1% Putra
- 1% Savvy
- 0% Exora
- 0% Tiara
- 0% Inspira

Legend: Wira, Waja, Iswara, Saga, Satria, Perdana, Persona, Gen 2, Putra, Savvy, Exora, Tiara, Inspira

PRACTICE • 10

Using the data given below, analyse bankruptcy cases of the different age groups and the causes of bankruptcy. You should write within **150 to 200 words**.

Figure 1: Bankruptcy Cases of the Different Age Groups
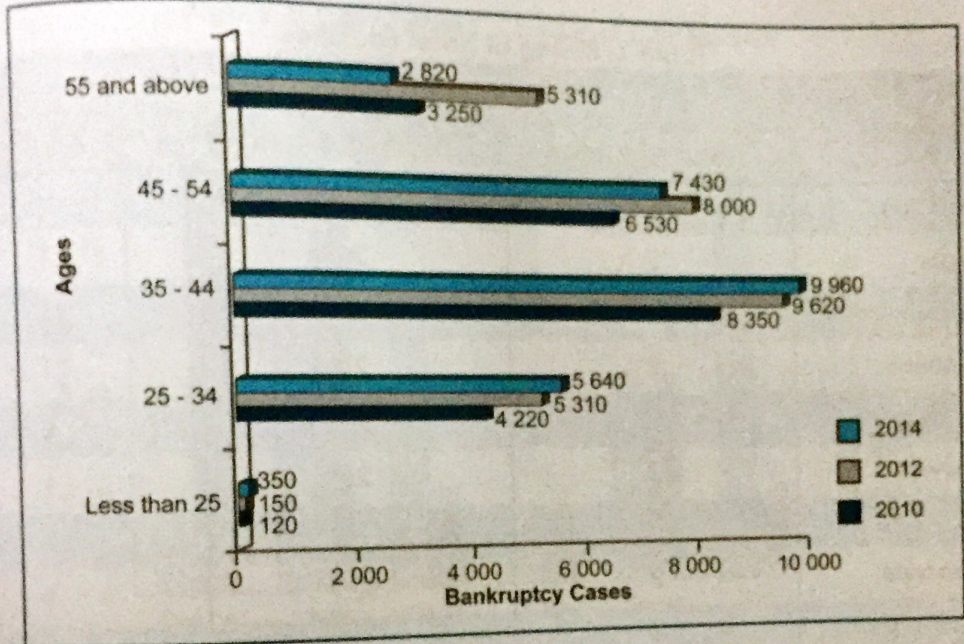
Table 1: Causes of Bankruptcy in 2014

Causes \ Age Group	Less than 25	25 – 34	35 – 44	45 – 55	55 & above
Car loan	✓	✓	✓	✓	
Personal loan		✓	✓	✓	
Housing loan			✓	✓	
Business loan		✓	✓	✓	✓
Corporate guarantor			✓	✓	✓
Guarantor			✓		✓
Credit card debt	✓	✓	✓	✓	✓
Income tax debt		✓			

PRACTICE • 11 Adapted from MUET November 2012

The two visuals below present the results of a survey carried out on the quality of facilities in three hotels in 2014. Using only the information provided, analyse the results of the survey. In your writing, you are to link the information in the two visuals. You should write within 150 to 200 words.

Table 1: Rating of Hotel Facilities

Facility	Rating of facility		
	Hotel Armada	Hotel Victoria	Hotel Royce
Sauna and spa	2	1	1
Gymnasium	2	2	1
Wireless connection	3	1	1
Business centre	2	2	1
Room service	2	2	2
Shuttle service	3	2	1
Mini-bar	1	1	1
Laundry service	2	2	1
Telephone usage	2	2	2
Restaurant	3	2	1

Note: 1 – Good; 2 – Average; 3 – Poor

Table 2: Room Price, Promotions and Number of Hotel Guests in 2014

|	Hotel Armada	Hotel Victoria	Hotel Royce
Room price per night	RM250	RM300	RM500
Number of promotions	6	8	2
Total number of registered guests	650	4,800	3,250

Note:
• Word Count –Hotel Armada, Hotel Victoria, Hotel Royce, Table 1, Table 2 (one word)
• Language – use language of ranking
• Analysis – can be lateral or vertical
• Synthesis – have to link the two tables

PRACTICE • 12

Study the charts below and write about car owners' choice of car models in 2010 and 2014. In your analysis, you are to link car owners' choice of car models with characteristics of car models. You should write within **150 to 200 words**.

### Figure 1: Car Owners' Choice of Car Models
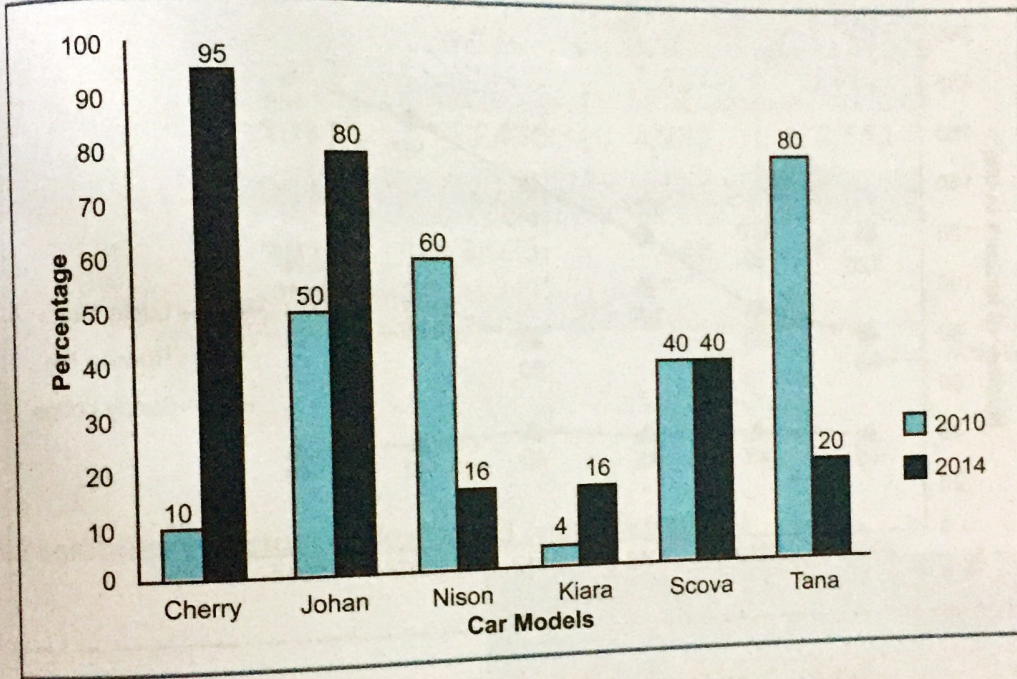
Table 1: Characteristics of Car Models in 2014

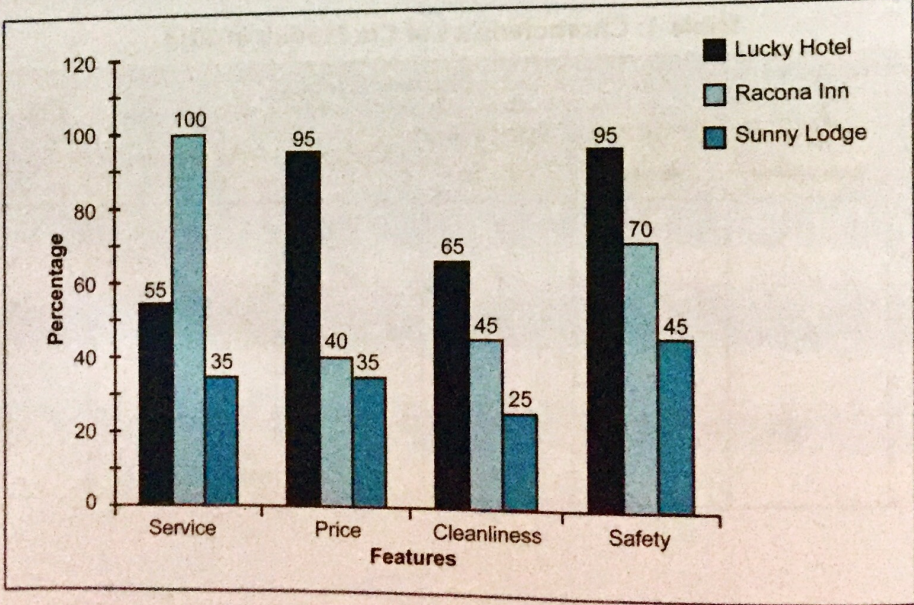| Car Models	Characteristics					
	Safety & Security	Design & Style	Space & Comfort	Price	Performance	Functionality
Cherry	✓	✓	✓	✓	✓	✓
Johan	✓	✓	✓	✓		
Nison	✓	✓	✓			
Kiara		✓			✓	✓
Scova			✓		✓	✓
Tana			✓			

PRACTICE • 13

Study the charts below. Write about lodgers' choice of budget hotels. In your writing, you are to relate this information to the lodgers' degree of satisfaction with the budget hotels. You should write within **150 to 200 words**.

Figure 1: Number of Lodgers by Hotels (2009 – 2014)
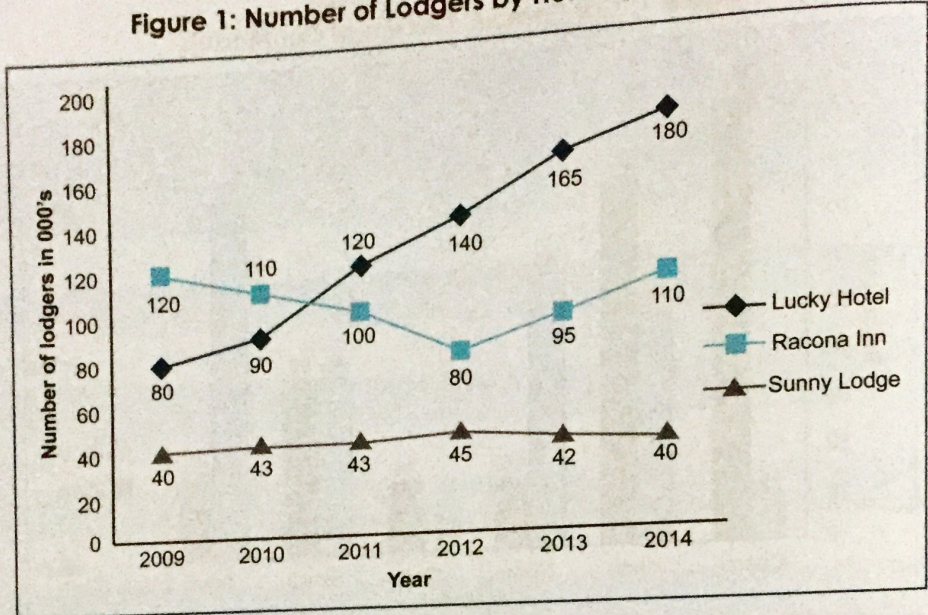
Figure 2: Lodgers' Rating of Satisfaction for 2014

The visuals below show teenage pregnancy in Malaysia and factors that contributed to unwanted teen pregnancy between January and March 2013. Compare and comment on the data given. You should write a report within **150 to 200 words**.

Figure 1: Teenage Pregnancy in Malaysia

Year	Married	Unmarried	Total
2010	4,441	1,521	5,962
2011	14,430	4,222	18,652
2012	14,664	4,183	18,847
2013 (Jan – March)	3,075	1,048	4,123

(Source: New Straits Times)

Table 1: Contributory Factors to Unwanted Teen Pregnancy

	2010		2013 (January–March)	
	Married	Unmarried	Married	Unmarried
Lack of parental guidance		✓		✓
Lack of information on sexual education	✓	✓	✓	✓
Lack of recreational spaces	✓	✓		
Lack of a protective environment		✓		✓

PRACTICE • 15 | Adapted from MUET March 2014

Using the information in the two visuals, relate the average air pollutant index (API) of the different areas in Country A and Country B and the sources of air pollution in 2014. In your answer, compare and contrast the information given. You should write a report within 150 to 200 words.

Table 1: Average Air Pollutant Index (API) by Area and Country (Average)

Area	Country A			Country B		
	1994	2004	2014	1994	2004	2014
Rural	50	70	90	50	95	150
Suburb	80	102	150	98	196	205
Urban	140	250	> 300	160	> 300	> 500

API	Status
0 – 50	Good
51 – 100	Moderate
101 – 200	Unhealthy
201 – 300	Very unhealthy
> 300	Hazardous
> 500	Emergency

Figure 1: Main Sources of Air Pollution in 2014