FINAL TEST Your name_____

Business Communication and Professional Terminology in English

PART 1 · VOCABULARY

1. Match the words with their definitions. Write the letter next to the number.

1. civil servant	A. excessive rules and paperwork that slow down processes
2. __ red tape	B. someone who works for the state or public institution
3. __ watchdog	C. the delivery of government services via digital platforms
4. __ deregulation	D. a person or body that monitors companies for legal compliance
5. __ gatekeepers (tech)	E. large tech companies that control access to digital markets
6. __ e-government	F. the process of reducing government-imposed regulations

2. Choose the correct option in each sentence.

1. Good communication will help you **resolve** / **address** conflict quickly.
2. When time is short, you must **promote** / **prioritize** tasks and do the most important ones first.
3. Make sure you **allow** / **allocate** sufficient resources to different departments.
4. Always expect the unexpected and **make** / **manufacture** contingency plans.
5. It is important to **examine** / **check** progress at every stage of a project.
6. E-government promises to **streamline** / **underline** access of citizens to government services.
7. The new law aims to **reduce** / **remove** the competitive advantage that big companies have.

3. Complete the sentences with the correct word from the box.

upfront planning · miss the deadline · stay on track · run out of money · within budget · accurate forecast · fall behind schedule

1. To avoid problems later on, let's start with some _____ before doing anything else.
2. I need a correct prediction about costs and timings — I need an _____.
3. At this rate, we are going to _____ and the product won't be ready in time.
4. The project is progressing well — we are managing to _____ despite the difficulties.
5. We completed the renovation _____ — we didn't spend more than planned.
6. If we don't speed up, we will _____. The board is waiting for results.
7. The project started to _____ after the lead manager resigned unexpectedly.

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PART 2 · READING

4. Read the text and mark the statements true (T) or false (F).

Digital Government: Promises and Challenges

Governments around the world are increasingly turning to digital technologies to improve public services. The concept of e-government refers to the use of digital tools — particularly the internet and mobile applications — to deliver services that were traditionally provided face-to-face or through paper-based processes. Proponents argue that digitizing government services reduces costs, increases efficiency, and makes public administration more transparent and accessible.

Estonia is often cited as a global leader in e-government. Since the early 2000s, the country has built a comprehensive digital infrastructure that allows citizens to vote online, file taxes in minutes, and access virtually all government services through a single digital identity. As a result, Estonia saves an estimated 2% of its GDP annually — resources that are redirected toward education, healthcare, and innovation.

However, the shift to digital government is not without obstacles. Critics point to the digital divide — the gap between those who have reliable access to the internet and those who do not. Elderly citizens, people in rural areas, and lower-income populations often struggle to use online platforms. In addition, cybersecurity is a growing concern: as more government data moves online, the risk of breaches, hacks, and unauthorized access increases significantly.

Ultimately, successful e-government requires not only technology but also trust. Citizens must believe that their data is protected and that digital services are reliable. Governments, in turn, must invest in training civil servants, updating regulations, and ensuring that no citizen is left behind in the digital transition.

1. E-government refers to the use of digital tools to deliver public services. T / F

2. Estonia introduced e-government services only after 2015. T / F

3. According to the text, digital government always decreases transparency. T / F

4. Cybersecurity is identified as one of the challenges of e-government. T / F

5. The 'digital divide' helps improve the access to online services. T / F

PART 3 · GRAMMAR

5. Past Modals. Fill in the gaps using must have, can't have, might have, or should have + past participle

1. I'm sure the minister signed the document. He had all the papers ready. →

   The minister _____ (sign) the document.

2. It's impossible that they completed the report in one hour. It was 200 pages long. →

   They _____ (complete) the report in one hour. It was 200 pages long.

3. Perhaps the committee discussed the proposal at the last session. I'm not certain. →

   The committee _____ (discuss) the proposal at the last session.

5. I'm sure the project failed because of poor planning. Nothing else explains it. →

   The project _____ (fail) because of poor planning. Nothing else explains it.

6. It's impossible that Anna attended the summit — she was abroad that week. →

   Anna _____ (attend) the summit — she was abroad that week.

7. Perhaps the department head approved it. I'm not completely sure. →

   The department head _____

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(approve) it, but I'm not certain.

4. It was wrong of the official not to inform the public. He had a duty to do so. →

The official _____ (inform) the public. He had a duty to do so.

8. It was wrong to adopt that policy without consulting citizens. →

That policy _____ (adopt) without consulting citizens first.

6. 2nd & 3rd Conditionals. Complete the sentences with the correct form of the verbs.

1. If the government _____ (invest) more in digital infrastructure now, public services would be more efficient.
2. If the officials _____ (consult) citizens earlier, they _____ (avoid) the controversy in the past.
3. The digital divide _____ (not / be) such a problem if all households _____ (have) affordable internet access.
4. If the watchdog _____ (identify) the violation sooner, the company _____ (receive) a larger fine. (3rd conditional)
5. If red tape _____ (reduce), businesses _____ (enter) the market more easily. (2nd conditional)
6. The project _____ (not / fail) if the team _____ (do) proper upfront planning. (3rd conditional)
7. If citizens _____ (trust) e-government platforms more, they _____ (use) them regularly. (2nd conditional)
8. If the minister _____ (read) the full report, she _____ (not / sign) the agreement two months ago.

7. Fill in the correct preposition.

1. E-government systems must be responsive _____ the needs of citizens.
2. Citizens can file _____ a driver's license online through the portal.
3. The law aims to comply _____ the EU's Digital Markets Act standards.
4. Citizens need to be aware _____ the available online services to benefit from them.

8. Causative Verbs. Rewrite the sentences using make, have, or get.

1. The manager asked an IT specialist to install new software on all office computers. → The manager _____.
2. New regulations forced companies to disclose their data practices publicly. → New regulations _____.
3. The team leader persuaded her colleague to present the report at the conference. → The team leader _____.
4. The minister ordered the department to review the budget proposal immediately. → The minister _____.
5. Stress-inducing workloads caused employees to work overtime every week. → The heavy workload _____.
6. The director arranged for an external consultant to evaluate the project outcomes. → The director _____

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