

## READING COMPREHENSION

(Reporting passive voice)

NAME: \_\_\_\_\_

**Read this text and answer the questions below.**

### **Company Success and Continuous Improvement**

It has been reported that the company's performance during the last quarter has exceeded all initial expectations. Productivity is said to have risen by nearly 25%, and customer satisfaction has been found to improve significantly compared to the previous year. These achievements are not the result of chance — they are believed to have been achieved through teamwork, innovation, and strong communication across departments.

The new digital transformation plan, introduced at the beginning of the year, is understood to have modernized several internal processes. For example, the use of automated tools for customer service is thought to have reduced response times by more than half. In addition, a new internal communication platform has been reported to encourage collaboration and transparency among employees at all levels.

It has also been mentioned in recent meetings that leadership training programs have played a key role in this improvement. Managers are said to have developed more effective ways to motivate and guide their teams. Furthermore, the introduction of flexible work arrangements is believed to have boosted employee morale and reduced absenteeism.

Innovation is considered to be one of the company's greatest strengths. Several creative ideas proposed by the marketing and product development teams have been recognized in industry publications. It has been pointed out that these innovations not only attract new customers but also reinforce the company's position as a market leader.

Future goals are expected to focus on sustainability and corporate responsibility. It has been announced that new environmental initiatives will be launched next quarter to reduce waste and energy consumption. At the same time, new career development programs are planned to be introduced so that employees can continue improving their professional skills.

In conclusion, the company's progress is believed to reflect the dedication and passion of every employee. It has been emphasized by senior management that success is not only measured by profit but also by the growth and well-being of the people who make it possible.

**What has been reported about the company's recent performance?**

- A. It has declined compared to last quarter.
- B. It has remained steady during the year.
- C. It has faced some unexpected difficulties.
- D. It has exceeded all initial expectations.

**What is believed to have helped improve productivity?**

- A. Hiring more temporary employees.
- B. Reducing office working hours.
- C. Teamwork, innovation, and communication.
- D. Increasing the number of client meetings.

**The digital transformation plan is understood to have:**

- A. Created new paperwork systems.
- B. Modernized several internal processes.
- C. Caused delays in daily communication.
- D. Increased the number of management steps.

**The automated tools for customer service are thought to have:**

- A. Increased response time for customers.
- B. Made it difficult to handle online requests.
- C. Created confusion among the departments.
- D. Reduced response time by more than half.

**Leadership training programs have:**

- A. Decreased motivation among managers.
- B. Focused mainly on customer support.
- C. Helped managers motivate their teams.
- D. Had little effect on work performance.

**Flexible work arrangements are believed to have:**

- A. Reduced morale and productivity overall.
- B. Shown no significant improvement.
- C. Increased the rate of absenteeism.
- D. Boosted morale and reduced absenteeism.

**What are the company's future goals expected to focus on?**

- A. Expanding offices in other countries.
- B. Increasing product prices and profit.
- C. Sustainability and corporate responsibility.
- D. Advertising more on international TV.

**What has been announced for the next quarter?**

- A. A series of employee evaluations.
- B. A change in company leadership.
- C. A relocation of the headquarters.
- D. New environmental initiatives.

**Career development programs are planned to:**

- A. Focus only on recently hired employees.
- B. Replace previous training sessions.
- C. Be optional for the management team.
- D. Help employees improve their skills.

**According to management, success is measured by:**

- A. The number of sales made per month.
- B. The level of competition in the market.
- C. The total amount of company profit.
- D. Employee growth and well-being as well as profit.

**Read each statement and write T (True) or F (False).**

The company's productivity has dropped by 25%. \_\_\_\_\_

The digital transformation plan has modernized internal processes. \_\_\_\_\_

Managers are said to have improved their leadership skills. \_\_\_\_\_

The company plans to reduce environmental efforts next year. \_\_\_\_\_

Success is emphasized as a result of both profit and employee growth. \_\_\_\_\_