



FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

Programme : Certificate In Business Studies (CBSI)

Course : **MGT1005: Effective People Skills**

Date of Examination : 2 August 2017 (Wednesday)

Time : 11:00am – 1:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **THREE (3)** sections.

Section A: Answer **ALL** questions in the OMR sheet provided.

Section B: Attempt any **TWO (2)** out of **FOUR (4)** questions in the answer booklet provided.

Section C: Attempt only **ONE (1)** question in the answer booklet provided.

Materials permitted :

Nil

Materials provided :

OMR Sheet

Examiner(s) : **Kumaran A/L Lechimi Kanthan**

Moderator : Assoc. Prof. Dr.Intan Osman

This paper consists of 8 printed pages, including the cover page

INTI INTERNATIONAL COLLEGE PENANG

CERTIFICATE IN BUSINESS STUDIES PROGRAMME (CBSI)
MGT1005: EFFECTIVE PEOPLE SKILLS
FINAL EXAMINATION: APRIL 2017 SESSION

Instructions: This paper consist of **THREE (3) SECTIONS**. Answer **ALL** questions in Section A, attempt any **TWO (2)** out of **FOUR (4)** questions Section B and attempt only **ONE (1)** question in **Section C** in the answer booklet and OMR provided.

SECTION A: MULTIPLE CHOICES (40 marks)

1. The study about effective people skills includes various ways. Which of the following is **NOT** a method of effective people skills?
 - A. Group behavior
 - B. Communication
 - C. Leadership
 - D. Ethnic

2. Organization behaviour is stated to shape individual behaviour. Identify a factor of organizational variable that shapes individual behaviour.
 - A. Individual relationship
 - B. Organizational structure
 - C. Job task
 - D. Work design

3. Individual difference analysis requires skills to identify. Identify individual difference from the list.
 - I Difference in strength
 - II Difference in achievement
 - III Difference in intellect
 - IV Difference in interest
 - A. I, II and III
 - B. II, III and IV
 - C. I, III and IV
 - D. I, II, III and IV

4. Communication in an organization is crucial for the success of management effectiveness. Identify a contributing factor of effective interpersonal communication.
- A. Trust between the individuals in communication
 - B. Control and command of body language
 - C. Understanding the verbal language only
 - D. Not behaving in assertive manner
5. Communication in organization is the focus on major behavioural study. Identify an element widely used to analyse organizational communication
- A. The interchange of thoughts, opinions and feelings
 - B. Channels of communication
 - C. Communication that takes places in and out of organization
 - D. Personality of individuals in communication
6. Which of the following are the parties involved in internal and external communication in offices?
- I Investors
 - II Employees
 - III Partners
 - IV Government
- A. I, II and III
 - B. II, III and IV
 - C. I, III and IV
 - D. I, II, III and IV
7. Which of the following are the tools used in internal communication in offices?
- I Memo
 - II Rumours
 - III Report
 - IV Letter
- A. I, II and III
 - B. II, III and IV
 - C. I, III and IV
 - D. I, II, III and IV

8. Employees today are facing many contemporary issues in human resource management. Identify the common issues faced today.
- I. Sexual harassment
 - II. Ethnic issues
 - III. Stress
 - IV. Safety
- A. I, II and III
 - B. II, III and IV
 - C. I, III and IV
 - D. I, II, III and IV
9. Job stress is fast becoming an issue with employees today. Identify an element which is a symptom of stress.
- A. Excitement
 - B. Absenteeism
 - C. Low turnover
 - D. Energetic work force
10. Sexual harassment is identified through inappropriate behaviour. Which of the following is **NOT** a type of physical harassment?
- A. Blocking movement of an individual
 - B. Touching or pinching another
 - C. Brushing up against a person
 - D. Looking at the eye during communication
11. Sexual harassment is an issue faced by both gender today in organization. Which of the following is **NOT** contributing to sexual harassment in organization?
- A. It is an act in Employee Act
 - B. Discrimination of ethnic and gender
 - C. Harassers can be a female staff
 - D. Sexual harassment does not involve foul language
12. Power is part of organizational culture and practice. Select the types of power from the list below.
- I Coercive power
 - II Information power
 - III Expert power
 - IV Communication power

- A. I, II and III
- B. II, III and IV
- C. I, III and IV
- D. I, II, III and IV

13. Office politics often leaves negative effect to employees. One of the following is an after effect of politics.

- A. More recruits
- B. Improve in performance
- C. Reduce in anxiety and stress
- D. Reduce job satisfaction

14. Group formation is important to strengthen organizational composure and performance as a team. Identify the flow of group formation below.

- I. Forming
- II. Performing
- III. Storming
- IV. Norming

- A. I → II → III → IV
- B. I → III → IV → II
- C. I → III → II → IV
- D. III → II → I → IV

15. Identify a common difficulty associated with formal groups.

- A. Individual legal position in organization halting casual communicating
- B. Decrease in scope for rumour
- C. Personality conflict
- D. Group composure not bias

16. One of the following is *NOT* a type of team in organization. Identify the wrong team structure stated.

- A. Self-managed work team
- B. Cross-functional team
- C. Virtual team
- D. Issue solving team

17. Effective leadership is important in organizations. Identify a type of leadership *NOT* categorised as basic leadership style.
- A. Autocratic leadership
 - B. Diplomatic leadership
 - C. Laissez-faire leadership
 - D. Democratic leadership
18. It is said that leader to be can be trained. Identify from below, a trait of successful leaders.
- A. Ambitious and energetic
 - B. Over-confidence
 - C. Casual and not truthful
 - D. Desire to follow others
19. Human resources recruitment and job posting requires the understanding of nature and flow of works in human resources. Identify the process flow in human resources management of handling employees in organization.
- I. Performance appraisal
 - II. Selection
 - III. Recruitment
 - IV. Compensation
- A. I → II → III → IV
 - B. I → III → IV → II
 - C. I → III → II → IV
 - D. III → II → I → IV
20. Personal grooming is an important element in organization. Many organizations spend lots of funds to engage grooming experts to create the corporate image of the organization. Which of the following is *NOT* a purpose of grooming?
- A. A process to make yourself neat and presentable
 - B. Grooming builds the trust in people to you
 - C. Intellect is expected from the process of grooming
 - D. Excellent grooming represents high standard of organization

Section B: Short Essay Questions (40 marks)

Answer any **TWO** out of **FOUR** questions.

1. (a) There are known power play that will affect organizational performance and employee motivation. Explain any **TWO (2)** types of power abuse strategies used to execute personal interest. (10 marks)

- (b) Discuss any **TWO (2)** importance of effective empowerment (10 marks)

2. (a) Explain the **FOUR (4)** four different types of interpersonal communication skills needed in organization today. (10 marks)

- (b) Describe any **FOUR (4)** types of organizational leadership in organization. (10 marks)

3. (a) Define the term leadership in organization. Discuss any **TWO (2)** examples of leadership types to support the answer. (10 marks)

- (b) Leaders and manager are widely used in organization. Provide **FIVE (5)** differences of leaders and managers. (10 marks)

4. (a) Explain the term conflict in organization. (5 marks)

- (b) Suggest **THREE (3)** categories of conflicts and provide examples to support each categories. (15 marks)

Section C: Long Essay Question (20 marks)

Answer ANY one question only

1. Politics is defined as the capacity of a person, team or organization to influence others or create ruckus in organization. It is used as a means to achieve personal gains in organization.

Identify and explain any **FOUR(4)** effects of organization politics that may cause negative outcomes in organization. (20 marks)

2. Costumes and appearance are the first impression a corporate individual has to impress the other party before conversations take place. Explain with suitable examples the following criteria in personal grooming for **EITHER** male or female in organization today.

a) Hair b) Clothes c) Accessories d) Hygiene

(20 marks)

~ THE END~