



FINAL
Examination Paper

(COVER PAGE)

Session : August 2017

Programme : Certificate in Business Studies (CBSI)

Course : MGT1005: Effective People Skills

Date of Examination : 15 December 2017 (Friday)

Time : 11:00am – 1:00pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

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

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

Section B: Answer **TWO** out of **FOUR** questions in the answer booklet provided.

Section C: Answer **ONE** out of **TWO** questions in the answer booklet provided.

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materials Permitted : Nil

Materials Provided : OMR Sheet

Examiner(s) : Eunice Mok Pei Sea

Moderator : Assoc. Prof. Dr. Intan Osman

This paper consists of 6 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE PENANG

CERTIFICATE IN BUSINESS STUDIES PROGRAMME (CBSI)

MGT1005: EFFECTIVE PEOPLE SKILLS

FINAL EXAMINATION: AUGUST 2017 SESSION

Instructions: This paper consist of **THREE (3)** sections. Section A: Answer **ALL** Questions in Section A. Answer **TWO** out of **FOUR** questions in Section B. Answer **ONE** out of **TWO** questions in Section C.

Section A: Answer **ALL TWENTY** questions.

1. An individual's personality is determined by:
 - A. Heredity
 - B. Environment
 - C. Situational factors
 - D. All of the above

2. When it comes to teamwork, interdependence means:
 - A. The team has an identifiable membership.
 - B. Only one individual in the group will assume responsibility for the project outcome.
 - C. The success of individual efforts is the only important goal for members.
 - D. Team members cannot achieve their goals single-handedly.

3. With regard to the defining characteristics of a team, all of the following are true EXCEPT:
 - A. Teams exist to achieve a shared goal.
 - B. Team members are interdependent regarding the achievement of a goal.
 - C. Team members do not have the authority to manage their own work and internal processes.
 - D. Teams are bounded and stable over a period of time.

4. Which of the following statements is true
 - A. Habitual behavior patterns like over scheduling, procrastination, etc. can cause negative stress
 - B. Thoughts like fear, worrying about future etc. can cause negative stress
 - C. Both 'A' & 'B' are true
 - D. None of the above

5. In contrast to a team, a working group differs from a team because:
 - A. The working group members are interdependent.
 - B. The working team members have collective responsibilities and rewards for their production outcome.
 - C. The working team members are not interdependent and are not working toward a shared goal.
 - D. The working team relies on their manager's social network for success.

6. Which of the following statements is true about stress management
 - A. Stress management is learning about the connection between mind and body
 - B. Stress management helps us control our health in a positive sense
 - C. Stress management teaches us to avoid all kinds of stress
 - D. Only 'A' & 'B' are right

7. Which of the following are the basic sources of stress
 - A. The Environment
 - B. Social Stressors
 - C. Physiological
 - D. All of the above

8. Examples of environmental stressors are
 - A. Weather
 - B. Traffic
 - C. Substandard housing
 - D. All of the above

9. Legitimate power in leadership stems from:
 - A. Organizational authority
 - B. A role acknowledged by the followers
 - C. Leadership skills
 - D. Identification with other leaders

10. What is referent power in leadership?
 - A. Power that stems from a person's leadership skills
 - B. Power that is designated by an organizational authority
 - C. Power that group members acknowledge because of special circumstances
 - D. Power that is based on attraction or identification with another person

11. The more leaders are admired and respected, the more members _____ their behavior.
 - A. Resent
 - B. Admire
 - C. Imitate
 - D. Endorse

12. Which source of power comes from what others believe a member knows or can do?
 - A. Expert power
 - B. Referent power
 - C. Legitimate power
 - D. Designated power

13. A person in a group that is elected or appointed to a leadership position is called a:
 - A. Leader
 - B. Designated leader
 - C. Referent leader
 - D. Expert leader

14. Which of the following types of leader is most likely to say whatever the group does is fine with him or her?
 - A. Laissez-faire leaders
 - B. Democratic leaders
 - C. Autocratic leaders
 - D. Designated leaders

15. Which are nonverbal signals?
 - A. What a person wears
 - B. A person's mannerisms
 - C. Where a person sits
 - D. All of the above

16. The most troublesome problem(s) relating to misunderstandings in discussions is/are:
 - A. Bypassing
 - B. Lack of clarity
 - C. Use of emotive words
 - D. All of the above

17. Two people have different referents for the same word or phrase but think the referents have the same meaning. This is an example of:
 - A. Lack of clarity
 - B. Use of emotive words
 - C. Bypassing
 - D. Perception misconception

18. Group members can prevent the confusion that results from abstractness and ambiguity by asking for:
 - A. Directions
 - B. Excuses
 - C. Clarification
 - D. Repeat information

19. Which of the following is the term for an expressed struggle between at least two interdependent parties who perceive incompatible goals, scarce resources, and interference from the other party in achieving their goals?
- A. Expressed struggle
 - B. Conflict
 - C. Communication breakdown
 - D. Group dysfunction
20. Which of the following is not a benefit of conflict?
- A. Conflict can produce better understanding of both issues and people.
 - B. Conflict can interfere with member motivation.
 - C. Conflict can produce better decisions.
 - D. Conflict can produce greater cohesiveness among group members.

(2 marks for each question * 20 = 40 marks)

Section B: Answer TWO out of FOUR questions

Question 1

- a) What is communication? (5 marks)
- b) (i) What do you understand about the barriers for an effective communication? (2 marks)
- (ii) Discuss the two common types of barriers in a communication? (5 marks)
- c) What are the FOUR (4) components in an organization? (8 marks)

Question 2

- a) Explain with an example:
- (i) What is a good stress (5 marks)
 - (ii) What is a bad stress (5 marks)
- b) What is your understanding about sexual harassment in an organization? (5 marks)
- c) What is your understanding about Laissez-faire Leadership? (5 marks)

Question 3

- a) Power refers to the possession of authority and influence over others, what is your understand about reference power? (5 marks)
- b) What do you understand about Hostile work environment sexual harassment? (5 marks)
- c) What is the difference between leader and manager? And to be a good leader, what FOUR (4) characteristics should a person have? (10 marks)

Questions 4

- a) Discuss on FIVE (5) purposes of a Performance Appraisal in an organization. (10 marks)
- b) Identify and discuss what the FIVE (5) types of power are? (10 marks)

Section C: Answer **ONE** out of **TWO** questions.

Question 1

- a) What do you understand about an organizational conflict? (5 marks)
- b) Discuss the FIVE (5) conflict management styles. (15 marks)

Question 2

- a) What is the difference between a group and a team of employees? (5 marks)
- b) Discuss the FIVE (5) group types in an organization. (15 marks)