

FINAL
Examination Paper
(COVER PAGE)

Session : April 2016

Programme : Certificate In Business Studies (CBSI)

Course : MGT1005 : Effective People Skills

Date of Examination : July 25, 2016 (Monday)

Time : 2:00 pm – 4:00 pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

This paper consists of SIX (6) questions. Attempt any FOUR (4) in the answer booklet provided.

All questions carry equal marks.

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

Materials Permitted : Nil

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Examiner(s) : Ms. Anni Malar

Moderator : Dr. Daisy Kee Mui Hung

This paper consists of 4 printed pages, including the cover page.

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CERTIFICATE IN BUSINESS STUDIES PROGRAMME (CBSI)
MGT1005: EFFECTIVE PEOPLE SKILLS
FINAL EXAMINATION: APRIL 2016 SESSION

Instructions: This paper consists of **SIX (6)** questions. Attempt any **FOUR (4)** in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Explain the **FOUR (4)** barriers that can interfere with interpersonal communication efforts? (8 marks)

- (b) How does the grapevine work in an organization? (3 marks)

- (c) List the **SEVEN (7)** components of communication process and explain with examples. Illustrate with the diagram. (14 marks)

Question 2

- (a) Define sexual harassment at workplace. (3 marks)

- (b) List and explain **FIVE (5)** causes of sexual harassment at workplace. (10 marks)

- (c) Describe with examples **SIX (6)** signs of a stressful person. (12 marks)

Question 3

- (a) Define power in leadership. (3 marks)
- (b) Explain the following types of position power
- i) Reward power (4 marks)
 - ii) Coercive power (4 marks)
 - iii) Legitimate power (4 marks)
- (c) List and explain the **FIVE (5)** traits that consistently associated with effective leadership. (10 marks)

Question 4

- (a) Define team. (3 marks)
- (b) Discuss the **FIVE (5)** characteristics of effective teams. (10 marks)
- (c) Describe the **FOUR (4)** stages of team development. (12 marks)

Question 5

- (a) What are the **FIVE (5)** potential sources of Conflict and **FIVE (5)** strategies available for conflict management? (25 marks)

Question 6

(a) Explain the purpose of performance appraisal at workplace. (7 marks)

(b) Explain the **SIX** (6) steps of selection process. (18 marks)

-THE END-
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