



# INTI International College Penang

FINAL  
Examination Paper

(COVER PAGE)

Session : April 2018

Programme : Certificate in Business Studies (CBSI)

Course : MGT1005: EFFECTIVE PEOPLE SKILLS

Date of Examination : 27 July 2018, Friday

Time : 2:00PM – 4:00PM 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:** Answer any **TWO (2)** out of **FOUR (4)** questions in the answer booklet provided

**Section C:** Answer any **ONE (1)** out of **TWO (2)** questions in the answer booklet provided

Materials permitted :

Nil

Materials provided :

OMR Sheet & Answer Booklet

Examiner(s) : Mr. Beh Yeow Hui

Moderator : Assoc. Prof. Dr. Intan Osman

*This paper consists of 7 printed pages, including the cover page.*

CERTIFICATE IN BUSINESS STUDIES  
**MGT1005 EFFECTIVE PEOPLE SKILLS**  
FINAL EXAMINATION: APRIL 2018 SESSION

**Section A (40 marks)**

**Instructions:** This section consists of **twenty (20)** questions. Answer **ALL** questions in the OMR sheets provided.

1. Which of the following is NOT a component of an organization?
  - A. Task
  - B. Technology
  - C. System
  - D. People
  
2. The study of organizational behavior helps to \_\_\_\_\_ behavior of people in organizations.
  - A. Motivate
  - B. Demotivate
  - C. Predict
  - D. Encourage
  
3. Which of the nonverbal behavior below is interpreted as anger and frustration?
  - A. Rubbing hands
  - B. Quiet voice
  - C. Hands on hips
  - D. Raised eyebrow
  
4. Which of the following is NOT a characteristic of active listening?
  - A. Use direct eye contact
  - B. Show interest in listening
  - C. Fold arms while listening
  - D. Be empathetic

5. In a communication process, a sender will \_\_\_\_\_ a message before conveying the message.
- A. Interpret
  - B. Decode
  - C. Encode
  - D. Obtain feedback
6. Which of the following is NOT a barrier to effective communication?
- A. Information overload
  - B. Trust and credibility
  - C. Filtering
  - D. Punctuality
7. Poor communication often results from lack of \_\_\_\_\_
- A. Error
  - B. Concern
  - C. Information
  - D. Time
8. Sensing involves hearing the words and receiving nonverbal signals such as \_\_\_\_\_ and facial expressions.
- A. Written words
  - B. Graphs and pictures
  - C. Signals
  - D. Body language
9. An example of a secondary dimension of individual differences would be:
- A. Wages
  - B. Prejudices
  - C. Locus of control
  - D. Education level
10. The fourth component of emotional intelligence is
- A. Social skills
  - B. Self-awareness
  - C. Self-regulation
  - D. Empathy

11. Stress management refers to your efforts to change perceptions and behavior when internal and external demands exceed \_\_\_\_\_.
- A. Personal resources
  - B. Personal preferences
  - C. Interpersonal skills
  - D. International relations
12. Which of the following is NOT a mental sign of stress?
- A. Bad temper
  - B. Boredom
  - C. Lethargy
  - D. Poor concentration
13. Which of the following politicking strategy means putting others in a friendly mood before approaching?
- A. Ingratiation
  - B. Inspirational appeals
  - C. Upward appeals
  - D. Coalition building
14. Which of the following statement is *false*?
- A. Office politics are always unproductive
  - B. Power is an influential methods to get things done
  - C. The ability to understand power and politics can give us an important edge in organizations
  - D. Office politics is not necessarily bad
15. Which of the following will NOT keep office politics in check?
- A. Reduce communication channels
  - B. Provide sufficient resources
  - C. Formalize the company structure
  - D. Reduce ambiguity
16. Which type of the teams below is ad hoc and temporary in nature?
- A. Self managed teams
  - B. Task force
  - C. Cross functional teams
  - D. Process improvement teams

17. The following are tips for effective teams **EXCEPT**
- A. Handle conflict directly
  - B. Publicize sensitive issues
  - C. Take time to establish operating guidelines
  - D. Be focused on common purpose
18. Which of the following is not what you learn from group projects?
- A. Communication
  - B. Trust no one
  - C. Responsibility
  - D. Teamwork
19. Which stage of team development will see members of the team accepting other people?
- A. Adjourning
  - B. Norming
  - C. Forming
  - D. Performing
20. Conflict is any situation in which there are \_\_\_\_\_ goals between individuals or groups in organizations.
- A. homogenous/identical
  - B. incompatible
  - C. heterogeneous
  - D. congruent

**Section B (40 marks)**

Instruction: Answer any **TWO (2)** questions in the answer booklet provided.

**Question 1**

(a) Draw a diagram to explain a typical communication process. (10 marks)

(b) Explain any **FIVE (5)** barriers to effective communication. (10 marks)

**Question 2**

(a) Explain any FIVE (5) sources of stress. (10 marks)

(b) Describe any **FIVE (5)** methods to reduce or manage stress. (10 marks)

**Question 3**

(a) Explain any **FIVE (5)** differences between a manager and a leader. (10 marks)

(b) Using practical examples, show some differences between any **THREE (3)** styles of leadership. (10 marks)

**Question 4**

(a) What are the causes of conflict in the workplace? (10 marks)

(b) Suggest **FOUR (4)** styles to resolve conflict. (10 marks)

**Section C (20 marks)**

Instruction: Answer **ONE (1)** question in the answer booklet provided.

**Question 1**

Throughout the semester, you have learned together with your team members to put up a role play of a job interview. Discuss **FIVE (5)** dos and **FIVE (5)** don'ts during a job interview. You must provide examples in your answers.

(20 marks)

**Question 2**

The entire process of human resource management consists of planning, attracting, developing and retaining employees of an organization. Explain this process by giving practical examples.

(20 marks)

**~ The End ~**

*Mgt1005(f)/Apr18*

