



**INTI**

INTERNATIONAL COLLEGE PENANG (507232-U)  
LAUREATE INTERNATIONAL UNIVERSITIES

FINAL  
Examination Paper

(COVER PAGE)

Session : AUGUST 2016

Programme : CERTIFICATE IN BUSINESS STUDIES

Course : MGT1005: EFFECTIVE PEOPLE SKILLS

Date of Examination : 6 December 2016 (Tuesday)

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

**Section C:** Answer 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 7 printed pages, including the cover page.*

INTI INTERNATIONAL COLLEGE PENANG

CERTIFICATE IN BUSINESS STUDIES PROGRAMME (CBSI)

**MGT 1005: EFFECTIVE PEOPLE SKILLS**

FINAL EXAMINATION: AUGUST 2016 SESSION

This paper consists 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. In order to understand and study about people there are various ways. One of the following is **NOT** a method to identify individuals.
  - A. Culture
  - B. Academic background
  - C. Gender
  - 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. Interpersonal communication requires skills to be able to excel. One of the listed is **NOT** a skills required in interpersonal communication.
  - A. Self-awareness
  - B. Listening
  - C. Managing
  - D. Etiquette
  
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. Identify an element of organizational communication

- A. The interchange of thoughts, opinions and feelings
- B. The action that shows process of encoding only
- C. Communication that takes places in and out of organization
- D. *Research* is a form of tools used 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. Communication in organization is all across with multi- dimensional direction. Identify a type of communication usually communicated between peers in organization.

- A. Upwards communication
- B. Downwards communication
- C. Horizontal communication
- D. Diagonal communication

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. Which of the following is *NOT* a symptom of stress?
- A. Excitement
  - B. Absenteeism
  - C. Depression
  - D. Physical illness
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. Identify the *truth* about sexual harassment in organization.
- A. It is not an act in Employee Act
  - B. It is a form of workplace discrimination
  - C. A harasser's intent is irrelevant
  - D. Sexual harassment issues can be dealt with at a later stage
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. Which of the following is *NOT* an after effect of politics?
- A. High turnover
  - B. Improve in performance
  - C. Increase 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 informal groups.
- A. Improves in organizational change
  - B. Decrease in scope for rumour
  - C. Role conflict
  - D. Group norms decide group composure
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. Identify a type of basic leadership style.
- A. Virtual leadership
  - B. Diplomatic leadership
  - C. Laissez-faire leadership
  - D. Transactional 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 require the understanding of nature and flow of works in human resources. Identify the process flow in human resources management 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 an 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 positive effects of organizational politics however positive political strategies needed to reduce uncertainty leading to politics. Explain **TWO (2)** types of positive political strategies. (10 marks)
  - (b) Explain **TWO (2)** importance of effective empowerment. (10 marks)
  
2.
  - (a) Discuss briefly **FOUR (4)** four different types of interpersonal communication skills needed in organization today. (10 marks)
  - (b) Explain any **FOUR (4)** types of organizational leadership in organization. (10 marks)

3. (a) Explain any *TWO (2)* differences between a leader and a manager. (10 marks)
- (b) Suggest any *TWO (2)* types of basic leadership which should be used in a production company and provide suitable examples. (10 marks)
4. (a) Explain the term conflict in organization (5 marks)
- (b) Suggest *THREE (3)* categories of conflicts and provide examples to support the types of conflicts (15 marks)

**Section C: Long Essay Question (20 marks)**

Answer **ONLY** one question.

1. Power is defined as the capacity of a person, team or organization to influence others. It is used as a means to achieve goals in organization.
- Identify any *FOUR (4)* types of power used in organization today with suitable example of each. (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 ~

