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FINAL
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Certificate in Business Studies (CBSI)

Course : MGT1005: EFFECTIVE PEOPLE SKILLS

Date of Examination : 10 December 2018 (Monday)

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) : Ms. Tan Kim Beoy

Moderator : Assoc. Prof. Dr. Intan Osman

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

**CERTIFICATE IN BUSINESS STUDIES (CBSI)
MGT1005 EFFECTIVE PEOPLE SKILLS
FINAL EXAMINATION: AUGUST 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 on how 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)/August18

