



MALAYSIAN INSTITUTE OF INFORMATION TECHNOLOGY

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

SUBJECT CODE : WGD 10103
SUBJECT TITLE : INTERPERSONAL SKILLS
LEVEL : DIPLOMA
TIME / DURATION : 2.00 pm – 4.00 pm
(2 HOURS)
DATE : 29 MAY 2016

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper consists of FOUR (4) sections. Section A, B, C and D.
3. Answer ALL questions in Section A, B, C and D.
4. Please use the OMR sheet provided for Section A.
5. Please write your answers on the answer booklet provided for Section B, C and D.
6. Answer all questions in English.

THERE ARE 8 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 20 marks)
MULTIPLE CHOICE QUESTIONS

INSTRUCTION: Choose the BEST answer.

Please use the OMR sheet provided.

1. Which of the following situations describe intrapersonal communication?
 - A. Conducting a one-on-one interview with a local politician.
 - B. Arguing with your housemate on whose turn to clean the dishes.
 - C. Reflecting in the examination hall on the advantages of working in a team.
 - D. Delivering a speech on 'The Danger of using Handphone while Driving' to more than 100 audiences.

2. Positive affirmation does the following:
 - A. keeps ourselves to be focused on our goals.
 - B. acts as a tool to build good relationship with other people.
 - C. helps us understand better how other people behave.
 - D. a mental component in visualizing our road to success.

3. Which of the following characteristics best describe sanguine?
 - I. Chronically late
 - II. An exaggerator
 - III. Outgoing
 - IV. Very calm and relax
 - A. I and IV
 - B. I, II and III
 - C. I, III and IV
 - D. II, III and IV

4. The following characteristics best describe

- Perfectionist
- Detailed
- Organized
- Difficult to please

- A. Choleric
- B. Sanguine
- C. Melancholic
- D. Phlegmatic

5. What are the risk factors of negative decision making?

- I. Academic and athletic pressure
- II. Have close friends
- III. Actively involved in school activities
- IV. Low self-esteem

- A. I and IV
- B. I, II and III
- C. I, III and IV
- D. II, III and IV

6. Interpersonal communication occurs only when

- A. three or more people are communicating with each other at the same time.
- B. intimate conversation takes place.
- C. an individual converses with people they have no interest in knowing.
- D. an individual interacts with another person as a unique individual.

7. To decode a message is to

- A. reject a message.
- B. interpret a message.
- C. evaluate a message.
- D. translate ideas into code.

8. Noise does the following:
- A. distorts or interferes with a message.
 - B. enhances a message.
 - C. focuses wandering thoughts.
 - D. causes listeners to listen to messages more carefully.
9. Which of the three components are parts of the human communication process?
- A. Message, noise and feedback.
 - B. Message, recording and feedback.
 - C. Feedback, message and criticising.
 - D. Noise, feedback and jargon.
10. Which of the following is an example of a nonverbal message?
- A. Eye contact.
 - B. Jargon.
 - C. Instant messages (SMS).
 - D. Mumbling.
11. Movements of the face that convey emotional meaning are called
- A. emblems.
 - B. poker face.
 - C. affect displays.
 - D. facial contortions.
12. In a conversation, the eyes can serve to regulate
- A. the conversation, provide guidance, and to signal interest in the relationship.
 - B. the speaker's rate of speech, monitor the other person's thought processes and to signal interest in the relationship.
 - C. the conversation, monitor the other person's thought processes and to signal objections.
 - D. the conversation, monitor the other person's thought processes, and to signal interest in the relationship.

13. If one raises a hand to speak in class, he or she is using a (an)
- A. emblem.
 - B. affect display.
 - C. modifier.
 - D. regulator.
14. Which of the following characteristics is part of the definition of teamwork?
- A. have independent behaviour
 - B. interdependent effort
 - C. individual goals
 - D. personal accountability
15. As a manager of a corporate company, all these actions are taken to effectively integrate teamwork into your corporate strategy **except**:
- A. employees believe in what they are doing.
 - B. willingness to take responsibility for team actions.
 - C. everyone's input is sought and valued.
 - D. individual employee success is recognized and celebrated.
16. The stages of teamwork development are:
- A. introduction, high productivity, decline.
 - B. initiating, storming, norming, performing.
 - C. forming, norming, storming, performing.
 - D. initiation, evolution, maturation, decline.
17. In the second stage of teamwork development:
- A. close relationships are developed.
 - B. intragroup conflict often occurs.
 - C. group objectives are clearly formulated.
 - D. the group demonstrate cohesiveness.

18. Which stage of teamwork's development has the group formed a common set of expectations of member behaviours?

- A. Norming
- B. Storming
- C. Performing
- D. Forming

19. Which of the following developmental stage best describes the following feelings:

- Satisfied with team's progress
- Feel attached to the team
- Feel confident with the individuals and teammates abilities

- A. Norming
- B. Storming
- C. Performing
- D. Forming

- Less polite with team members
- Expressing dissatisfaction and frustration
- Arguing with each other in a team

20. These behaviours describe teamwork developmental stage of

- A. performing.
- B. forming.
- C. storming.
- D. norming.

[20 marks]

SECTION B (Total: 10 marks)**TRUE & FALSE****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.**

Read the statements below carefully and determine if the statement is true or false. In the answer booklet, write **TRUE** for a true statement and **FALSE** for a false statement.

NO	STATEMENTS	TRUE/FALSE
1.	The definition of intrapersonal skills is : skills and communication that occurs within a person's own mind.	_____
2.	Meditation is one of the techniques used to evaluate situation in intrapersonal skills.	_____
3.	Visualisation techniques can be applied for self-healing.	_____
4.	"I hate myself" – this is an example of positive self-talk.	_____
5.	In decision making, 'decisions whether' are made by weighing reasons pro and con; the yes/no, either/or decision that must be made.	_____
6.	In verbal communication, the acronym KISS (keep it short and simple) is very relevant.	_____
7.	Listening is a passive skill.	_____
8.	Teamwork creates synergy – where the sum is greater than the parts.	_____
9.	"Let me do that for you" is an example of Acts of Service according to Dr Gary Chapman.	_____
10.	One of the characteristics of an effective problem solver is to avoid the experience trap.	_____

[10 marks]

SECTION C (Total: 20 marks)**SEMI-STRUCTURED QUESTIONS.****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

Compare the characteristics of a good leader and a bad leader. Provide **FIVE (5)** characteristics.

[5 marks]

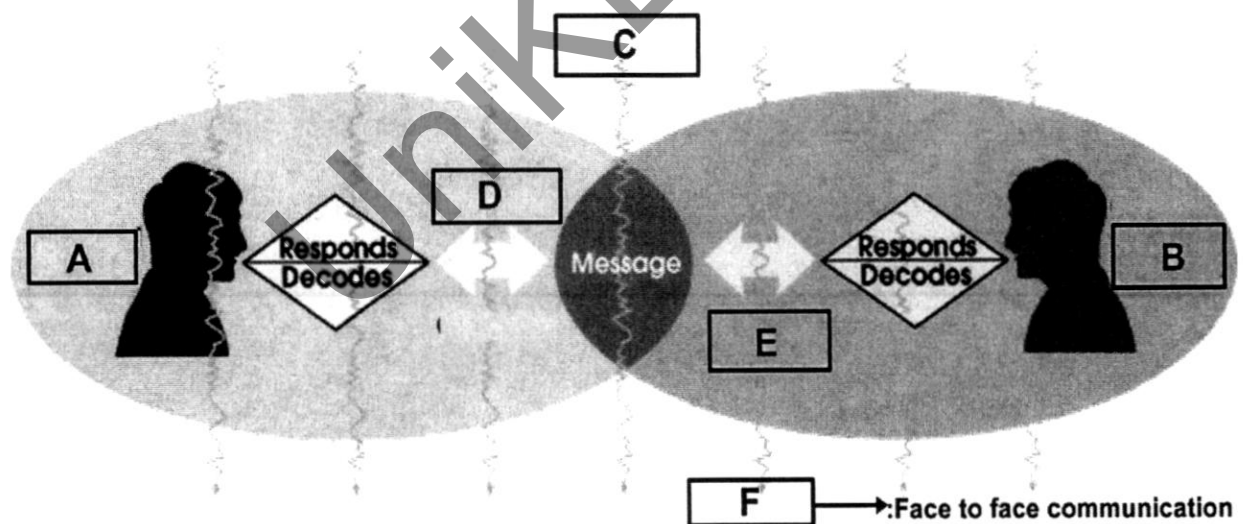
Question 2

a) Define communication.

[3 marks]

b) Human communication is interpersonal, purposive and a process. Label the diagram below with all the **SIX (6)** elements of communication process.

[6 marks]



c) Explain all **SIX (6)** elements of communication process.

[6 marks]

SECTION D (Total: 10 marks)**ESSAY****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

Teamwork is defined as the process of working together collaboratively with a group of people in order to achieve a goal. However, it is inevitable that a team may go through 'storming' stage when working together to accomplish a goal.

As a university student, you cannot run away from working in a group to complete an assignment. What were the challenges you had faced when working in a group and how did you solve the problems? Reflect on your experience and provide **FIVE (5)** challenges and **FIVE (5)** solutions.

[10 marks]

-----END OF QUESTIONS-----