



MALAYSIAN INSTITUTE OF INFORMATION TECHNOLOGY

**FINAL EXAMINATION
JULY 2017 SEMESTER**

SUBJECT CODE : WGD 10103
SUBJECT TITLE : INTERPERSONAL SKILLS
LEVEL : DIPLOMA
TIME / DURATION : 9:00 – 11:00
(2 HOURS)
DATE : 10 DECEMBER 2017

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.
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THERE ARE 9 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. Noises in the crowded place may hinder communication. Noises is considered as which type of communication barrier?
 - A. Cultural barrier
 - B. Physical barrier
 - C. Language barrier
 - D. Interpersonal barrier

2. Intrapersonal can be defined as
 - A. Skills and communications that occur within a person's own mind.
 - B. A technique involving focusing on mental images in order to achieve a particular goal.
 - C. Expressing or implying affirmation, agreement and permission.
 - D. An ability to accurately receive and interpret messages in the communication process.

3. Arrange the teamwork development stages according to the correct sequence.
 - A. Forming → Storming → Norming → Performing
 - B. Storming → Norming → Performing → Forming
 - C. Norming → Performing → Forming → Storming
 - D. Performing → Forming → Storming → Norming

4. Which of this trait may best describes a choleric person?
 - A. Possess great leadership skills and appreciate receiving respect and esteem for their work.
 - B. May be inward and private.
 - C. Warm hearted, optimistic and often have very expressive faces.
 - D. Tend to be calm, loyal, cautious and conventional.

5. People with sanguine personality may possess these traits, EXCEPT
 - A. sociable
 - B. loves to lead
 - C. friendly
 - D. imaginative and artistic

6. The term "encoder" refers to
 - A. feedback
 - B. message
 - C. sender
 - D. receiver

7. Mr Zachary is the CEO of his company and he focuses on changing the mindset of his workers. He is a charismatic leader and he is willing to take risk by implementing irregular methods and strategies. Which of the leadership styles resembles the way Mr. Zachary lead his company?
 - A. Laissez-Faire
 - B. Transformational
 - C. Transactional
 - D. Authoritarian

8. The following are the techniques of visualization, EXCEPT
 - A. brainstorm and come up with several possible choices
 - B. choose one image to represent the situation
 - C. set schedule and find quiet place to visualize
 - D. be specific about the social situation

9. The statements below resemble some love language in leadership, EXCEPT
 - A. it is important to consider opportunities to share time together while being fully present with the group members or workers.
 - B. leaders can make special efforts to recognize what individuals do and thank them personally or in writing.
 - C. leaders allow follower to have complete freedom to make decisions concerning the completion of their work.
 - D. for leaders, touching a shoulder or shaking hands with real connection mean a lot.

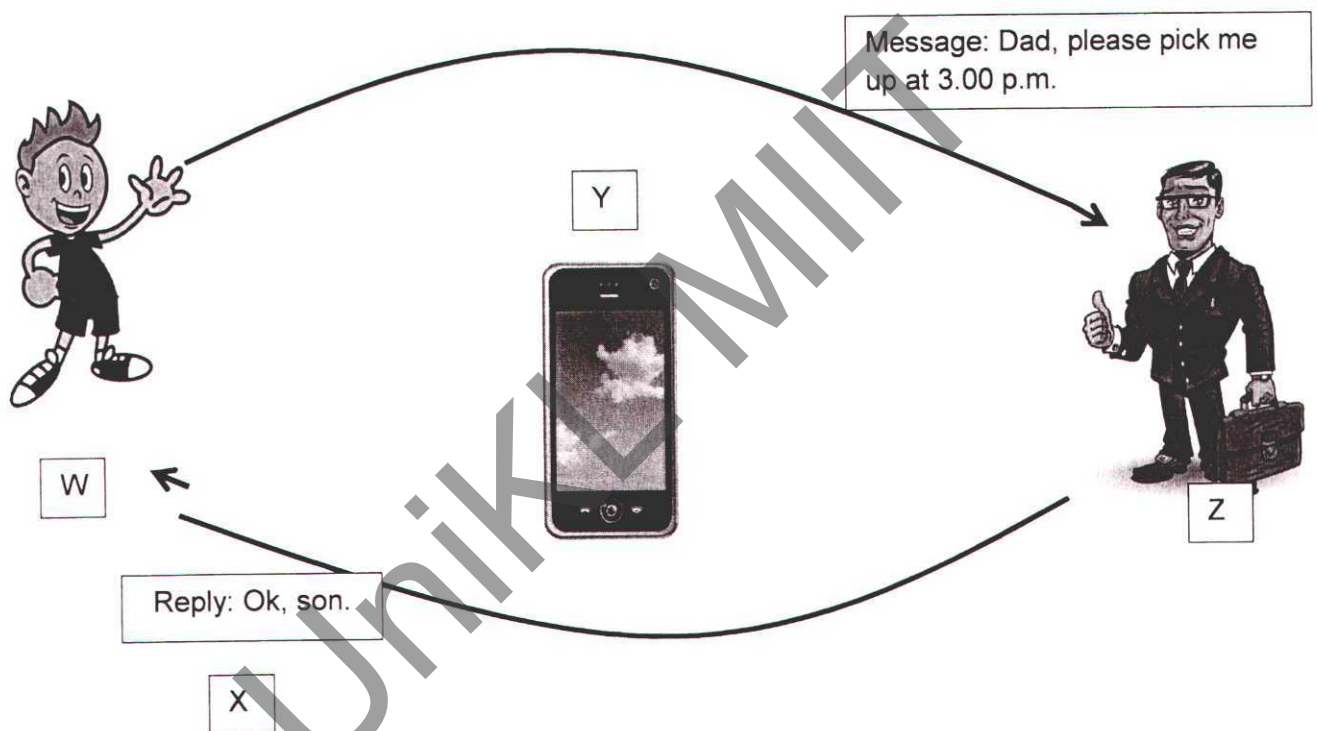
10. "I can do this" is an example of
 - A. visualization
 - B. positive affirmation
 - C. teamwork development stages
 - D. body language

11. What is the first step in problem solving and decision making process?
 - A. Problem exploration
 - B. Evaluation
 - C. Idea generation
 - D. Goal establishment

12. Norming is the third stage in teamwork development stages. All the following statements represent norming stage, EXCEPT
- A. group members start to resolve their differences.
 - B. group members are able to ask each other for help and provide constructive feedback
 - C. group members develop a stronger commitment to the team goal.
 - D. group members make an effort to get to know new colleagues.
13. Which of the following may best describe non-verbal communication?
- A. Include sounds, words, language, and speech.
 - B. Involves the visual display of information, wherein the message is understood or expressed with the help of visual aids.
 - C. Involves the use of physical ways of communication, such as tone of the voice, touch, and expressions.
 - D. Can be edited and rectified before it is communicated to the receiver.
14. Positive affirmation is
- A. the combined effort of a group of people towards one goal in mind.
 - B. a technique used to program the subconscious mind to effect change by repeating a key phrase to bring about the desired outcome.
 - C. a process of social influence in which one person can enlist the aid and support of others in the accomplishment of a common task.
 - D. the ability to accurately receive and interpret messages in the communication process.

15. All the following are the keys to making a good decision, EXCEPT
- A. gather as many facts and as much information to assess to the options.
 - B. make a list of the pros and cons.
 - C. make a decision without asking or brainstorming with other people.
 - D. weigh the probabilities or possible outcomes.

Question 16-19 are based on the illustration below.



Zachery is sending a message to his father using his mobile phone. He asks his father to pick him up at 3.00 p.m. His father replies his message by saying "Ok".

16. What is W?
- A. Medium
 - B. Receiver
 - C. Feedback
 - D. Sender

17. What is X?
- A. Feedback
 - B. Sender
 - C. Medium
 - D. Receiver
18. What is Y?
- A. Medium
 - B. Sender
 - C. Feedback
 - D. Receiver
19. What is Z?
- A. Medium
 - B. Sender
 - C. Receiver
 - D. Feedback
20. "Democratic leaders share the decision-making abilities with the group members." Which of the following point is true to support this statement?
- A. Democratic leaders believe in reward system.
 - B. Democratic leaders practice direct supervision in maintaining a successful environment and followership.
 - C. Democratic leaders believe that group members have to make their own decisions.
 - D. Democratic leaders believe that everyone should play a part in the group's decision.

(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.	Intrapersonal skills initiate an appropriate reaction and attitude because of positive internal dialogue occurring within the mind.	_____
2.	Affirmation is one of the techniques used to evaluate situation in intrapersonal skills.	_____
3.	Treasure map technique is NOT one of the visualisation techniques applied in intrapersonal skills.	_____
4.	Dotmocracy is a facilitation method that relies on the use of special forms called Dotmocracy Sheets to allow large groups to collectively brainstorm and recognise agreement on an unlimited number of ideas they have authored.	_____
5.	ABCDE model stands for Asses, Brainstorm, Conflict, Decide and Evaluate.	_____
6.	In communication process, feedback is important because it determines whether or not the decoder grasped the intended meaning and whether communication is successful.	_____
7.	Listening is a passive skill.	_____
8.	Teamwork encourages multi-disciplinary work where team cut across organisational divides.	_____
9.	If your team leader congratulates you on your achievement by shaking your hand, that is labelled as "Physical Touch" in the 5 Love Languages of Dr Gary Chapman.	_____
10.	One of the common model used in problem solving techniques is DACR/S – Describe, Analyse, Conclude and Recommend/Solve.	_____

[10 marks]

SECTION C (TOTAL: 20 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

QUESTION 1

List 5 communication barriers. (5 marks)

QUESTION 2

List 5 principles of leadership. (5 marks)

QUESTION 3

State the 5 Love Language in Leadership. (5 marks)

QUESTION 6

Give the definition of problem solving and the concept of problem solving. (5 marks)

SECTION D (TOTAL: 10 marks)

ESSAY

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

QUESTION 1

Using the **SIX** steps to problem-solving, analyse and suggest solutions to this particular situation.

In a group of 5, you are given an assignment to conduct an interview with a successful person for Interpersonal Skills course. However, the group is not performing well due to the fact that the rest of the group is not giving commitment. The assignment is due in 2 weeks and the lecturer has stated that no further extension is allowed.

Reflect on your experience and provide the **SIX** steps to problem solving using one of the models taught in class.

(10 marks)

END OF QUESTION