



**UNIVERSITI KUALA LUMPUR  
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

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**FINAL EXAMINATION  
JANUARY 2016 SEMESTER**

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**SUBJECT CODE : WGD 10103**  
**SUBJECT TITLE : INTERPERSONAL SKILLS**  
**LEVEL : DIPLOMA**  
**TIME / DURATION : 2.30 AM – 5.30 PM  
( 3 HOURS )**  
**DATE : 25 MAY 2016**

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**INSTRUCTIONS TO CANDIDATES**

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- 1. Please read the instructions given in the question paper CAREFULLY.**
  - 2. This question paper is printed on both sides of the paper.**
  - 3. This question paper consists of TWO (2) sections.**
  - 4. Answer ALL questions in Section A. Choose THREE (3) questions in section B.**
  - 5. Please write all your answers on the answer booklet provided.**
  - 6. Please answer all questions in the English language only.**
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**THERE ARE 8 PAGES OF QUESTIONS EXCLUDING THIS PAGE.**

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**SECTION A (Total: 25 marks)****INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided**

1. Intrapersonal skills can be defined as
  - A. Skills and communications that occur beyond one ability
  - B. Skills that occur beyond human boundary
  - C. Skills and communications that exist within one person
  - D. Skills and communications within human
  
2. What is the first step to improve intrapersonal skills?
  - A. Awareness of personal inability
  - B. Awareness of personal inner dialogue
  - C. Awareness of personal strength
  - D. Awareness of personal attitude
  
3. Which of the following statement is false for the process of decision-making?
  - A. Choose the practical decision
  - B. Identify your options
  - C. Allow others to decide
  - D. Identify the worst case scenario for each decision
  
4. Which of the following criteria is not related to "Interpersonal Competencies"
  - A. Self-awareness
  - B. Managing your emotion
  - C. Consulting Others
  - D. Motivating yourself
  
5. John writes in his diary. "I learn from my mistakes". What kind intrapersonal technique is he using?
  - A. Positive affirmation
  - B. Visualization
  - C. Meditation
  - D. Self-praising

6. When a sportsman view his success in mind, what kind of intrapersonal technique is he applying?
- A. Affirmation
  - B. Meditation
  - C. Visualization
  - D. Daydreaming
7. What is the most important aspect in visualization?
- A. Communication preparation skills
  - B. Mental and physical preparation skills
  - C. Gestures preparation skills
  - D. Technical preparation skills
8. When people are encountering situation of decision-making, they need to be clear with
- A. Benefits of the decision
  - B. Available options
  - C. Disadvantages of the decision
  - D. Consequences of the decision
9. Which of the following is the most suitable characteristics of "Phlegmatic"?
- A. Warm-hearted and optimistic
  - B. Egocentric and extroverted.
  - C. Serious and introverted
  - D. Thoughtful and tolerant
10. Jane's classmates describe her as a person who has strong willed and likes to be in charge in group assignment. Which personality type best described her?
- A. Powerful choleric
  - B. Perfect melancholy
  - C. Peaceful phlegmatic
  - D. Popular sanguine

11. Which of the following is the right order of basic communication process?
- A. Decoding the message → sending the message → receiving the message.
  - B. Sending the message → decoding the message → receiving the message.
  - C. Receiving the message → decoding the message → sending the message.
  - D. Receiving the message → sending the message → decoding the message
12. In the communication process, to decode a message is to
- A. evaluate a message.
  - B. reject a message.
  - C. interpret a message.
  - D. translate ideas into code
13. Feedback can come in the form of
- A. verbal communication
  - B. verbal and nonverbal
  - C. nonverbal communication
  - D. environmental noise
14. Learning to communicate with others is key to
- A. never be misunderstood.
  - B. win the approval of everyone around you.
  - C. eliminate all of your listeners' physiological noise.
  - D. establish rewarding relationships.
15. Critical listening involves
- A. bias.
  - B. jumping to conclusions.
  - C. offering at least a few negative comments.
  - D. listening to evaluate the information given.
16. Which of the following statement is not the way to overcome the barriers in communication?
- A. The sender must state the message clearly
  - B. The message must be properly interpreted
  - C. The receiver must focus on other works.
  - D. The receiver must pay attention

17. When we give constructive feedback we should
- A. not be encouraging
  - B. be general
  - C. not be sensitive
  - D. be non-judgmental
18. Which of the following is not the advantages of teamwork?
- A. Increase accountability
  - B. Provide learning opportunities
  - C. Promote Individualistic
  - D. Increase work efficiency
19. Based on Bruce Tuckman, 1965 on "Teamwork Development Stages" which stage that the team member will encounter conflict?
- A. Forming
  - B. Storming
  - C. Norming
  - D. Performing
20. In completing a project based assignment, why exist heightened tensions and the team members make aggressive gestures?
- A. High motivation
  - B. Inability to resolve conflicts
  - C. Strong desire
  - D. To show creativity
21. Which statement gives the best description of Laissez-Faire Leadership Behaviour?
- A. A leader who emphasizes the people aspects
  - B. A leader who involves employees in decision making and encourages participation
  - C. A leader who generally gives employees complete freedom to make decisions
  - D. A leader who emphasizes the technical or task aspects
22. When the team members look to leaders for an absence of doubt, what kind of characteristics the leaders should show in order to convince the team members?
- A. Autocracy
  - B. High self-confidence
  - C. Low self-esteem
  - D. Defensive

23. When a leader provides "little direction or support", what is the situational style that the leader demonstrate?
- A. Telling (high task–low relationship)
  - B. Selling (high task–high relationship)
  - C. Participating (low task–high relationship)
  - D. Delegating (low task–low relationship)
24. If you are a charismatic leader, what kind of characteristics you must have?
- A. Bossy and autocracy
  - B. Enthusiastic and self-confident
  - C. Manipulative and insensitive
  - D. Static and emotional
25. In solving a problem, what is the first step that you must take?
- A. Evaluating the results
  - B. Identifying the problem
  - C. Monitoring the progress
  - D. Forming a strategy

**SECTION B (Total: 75 marks)****INSTRUCTION: Choose THREE (3) questions only****Please use the answer booklet provided****Question 1**

The development of interpersonal skills is the key success for an individual. Based on your understanding

- i. Briefly define
  - a. Interpersonal Skills.
  - b. Intrapersonal Skills

(2 marks)
  
- ii. State three common techniques of Intrapersonal Skills

(3 marks)
  
- iii. Discuss five positive values of intrapersonal and interpersonal skills which leads to effective human relations skill.

(10 marks)
  
- iv. Positive decision-making is a necessary intrapersonal skill required for many professions. Briefly explains five steps that need to be considered in decision-making

(10 marks)

**Question 2**

Communication skills is key to success in relationships, in the workplace and across your lifetime. On the other side of the coin, your communications skills help you to understand others; not just their words, but also their tone of voice, their nonverbal gestures, or the format of their written documents provide you with clues about who they are and what their values and priorities may be. Based on this statement;

- i. Briefly explain two (2) types of communication

(2 marks)
  
- ii. Describe three (3) basic parts of communication process

(3 marks)

- iii. Discuss five (5) barriers to effective communications (10 marks)
- iv. Provide five (5) ways to overcome barriers in communication (10 marks)

**Question 3**

Teamwork is generally understood as the willingness of a group of people to work together to achieve a common aim. A team combines individual strengths with a shared commitment to performance, it's not just about getting on well together. Therefore, based on your understanding on the concept of teamwork;

- i. List out five (5) characteristics of effective team (5 marks)
- ii. Briefly discuss Bruce Tuckman, 1965 teamwork development stages. (10 marks)
- iii. Discuss five (5) teamwork challenges (10 marks)

**Question 4**

Effective group performance depends on leader's style and personality. Leader is the one who provides assistance to the followers in reaching their goals and to provide necessary direction and support to ensure that their individual goals are compatible with the overall goals. Therefore, based on your understanding;

- i. Define leadership (2 marks)
- ii. List out two (2) essence of leadership (2 marks)
- iii. State three (3) types of leadership behavior (3 marks)
- iv. Briefly describe four (4) situational styles of leadership (8 marks)
- v. Discuss five (5) traits associated with leadership (10 marks)



**Question 5**

Problems are at the center of what many people do at work every day. Whether you're solving a problem for a client (internal or external), supporting those who are solving problems, or discovering new problems to solve, the problems you face can be large or small, simple or complex, and easy or difficult. Based on your understanding;

- i. Define 'problem solving' (3 marks)
- iii. Draw the diagram of 'GROW' model (8 marks)
- ii. Discuss the seven (7) steps in problem solving (14 marks)

**END OF QUESTION PAPER**

