



**UNIVERSITI KUALA LUMPUR
ROYAL COLLEGE OF MEDICINE PERAK**

**FINAL EXAMINATION
JULY 2025 SEMESTER**

COURSE CODE	: RFD14002
COURSE NAME	: BEHAVIOURAL SCIENCE
PROGRAMME NAME	: DIPLOMA IN PHYSIOTHERAPY
DATE	: 18 SEPTEMBER 2025
TIME	: 9.00 AM – 11.00 AM
DURATION	: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read **CAREFULLY** the instructions given in the question paper.
 2. This question paper has information printed on both sides of the paper.
 3. This question paper consists of **TWO (2)** sections; Section A and Section B.
 4. Answer **ALL** questions in Section A and **THREE (3)** questions in Section B.
 5. Please mark/write your answers on the OMR answer script and answer booklet provided.
 6. Answer all questions in English language **ONLY**.
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THERE ARE 9 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A: MULTIPLE CHOICE QUESTIONS (Total: 20 marks)**INSTRUCTION: Answer ALL questions.****Please use the OMR sheet provided.**

1. **“A behaviour is consistently followed by a reward.”**
What is the predicted outcome of this behaviour according to operant conditioning?
 - A. The behaviour will increase.
 - B. The behaviour will decrease.
 - C. The behaviour will remain unchanged.
 - D. The behaviour will become unconscious.

2. Find ways to establish positive connections with patients.
 - I. Active listening.
 - II. Maintaining eye contact.
 - III. Ignoring non-verbal cues.
 - IV. Avoiding verbal communication.
 - A. I and II.
 - B. I, II, and III.
 - C. I, III, and IV.
 - D. II, III, and IV.

3. Select the management style that aligns with McGregor's Theory X.
 - A. Flexible work arrangements.
 - B. Encouraging autonomy and creativity.
 - C. Strict controls and micromanagement.
 - D. Focusing on employee self-actualization.

4. Which level in Maslow's Hierarchy of Needs includes the need for respect and recognition?
 - A. Safety needs.
 - B. Esteem needs.
 - C. Self-actualization.
 - D. Physiological needs.

5. Identify the phase of Selye's General Adaptation Syndrome where the body begins to repair itself but remains on high alert.
- A. Resolution.
 - B. Exhaustion.
 - C. Resistance.
 - D. Alarm reaction.
6. Why are individuals with a lower socioeconomic status (SES) often more vulnerable to stress?
- A. They experience fewer life events.
 - B. They are less likely to seek social support.
 - C. They are more likely to have a Type B personality.
 - D. They have fewer resources to deal with stressful events.
7. Find the type of personality that is more likely to be linked with coronary heart disease (CHD).
- A. Type A.
 - B. Type B.
 - C. Type C.
 - D. Type D.
8. **“A student in an online course feels overwhelmed by the vast number of articles and struggles to identify what is most important.”**
Select the barrier to self-directed learning related to the above statement.
- A. Heavy workload.
 - B. Role uncertainty.
 - C. Information overload.
 - D. Inadequate writing skills.

9. Identify the characteristics of self-directed learning.
- I. Independent.
 - II. Autonomous.
 - III. Strong desire to learn.
 - IV. Low degree of curiosity.
- A. I, II, and III.
B. I, II, and IV.
C. I, III, and IV.
D. II, III, and IV.
10. Select the cause of deviant behaviour as described by the anomie theory.
- A. Lower education level.
 - B. Higher education level.
 - C. Lower socioeconomic status.
 - D. Higher socioeconomic status.
11. Find the internal control that works against deviant tendencies.
- A. Family.
 - B. Friends.
 - C. Authorities.
 - D. Conscience.
12. Select the informal means of social control that could limit deviant acts.
- A. Primary socialization.
 - B. Laws and regulations.
 - C. Enforcement agencies.
 - D. Sanctions and penalties.
13. **“Iconic memory refers to sensory memory associated with X.”**
Identify X.
- A. Hearing which lasts a few seconds.
 - B. Touch which lasts several seconds.
 - C. Vision which lasts about half a second.
 - D. Smell which lasts less than one second.

14. Which process involves forming cognitive representations of information in the information processing model?
- A. Storage.
 - B. Retrieval.
 - C. Encoding.
 - D. Maintenance.
15. Select the statement that refers to episodic memory.
- A. Memory for smells and tastes.
 - B. The storage of time-ordered personal events.
 - C. The storage of factual knowledge and concepts.
 - D. The ability to perform tasks without conscious effort.
16. What determines spontaneous or unplanned behaviour?
- A. Skills.
 - B. Norms.
 - C. Attitudes.
 - D. Resources.
17. Find the components of the Theory of Planned behaviour.
- I. Skills.
 - II. Attitude.
 - III. Memory retention.
 - IV. Perceived behavioural control.
- A. I and II.
 - B. I and III.
 - C. II and IV.
 - D. III and IV.
18. Identify the statement that describes perceived behavioural control.
- A. The formal rules that govern a workplace.
 - B. A person's actual ability to perform a behaviour.
 - C. The tendency to respond negatively to certain situations.
 - D. A person's belief about their ability to perform a behaviour.

19. Which of the following is a patient-related barrier to communication in hospitals?
- A. Illiteracy.
 - B. Lack of privacy.
 - C. Noise in the ward.
 - D. Limited consultation time.
20. Select the elements in the communication process.
- I. Filtering.
 - II. Thought.
 - III. Encoding.
 - IV. Decoding.
- A. I, II, and III.
 - B. I, II, and IV.
 - C. I, III, and IV.
 - D. II, III, and IV.

SECTION B: MODIFIED ESSAY QUESTIONS (Total: 60 marks)

**INSTRUCTION: This section consists of FOUR (4) questions.
Answer THREE (3) questions in the answer booklet provided.**

Question 1

- (a) Give **TWO (2)** elements of mental process. (2 marks)
- (b) Describe **TWO (2)** types of conditioning in psychology. (4 marks)
- (c) List **FOUR (4)** good interpersonal skills in workplace. (4 marks)
- (d) Explain interpersonal skills. (4 marks)
- (e) Describe **THREE (3)** components in Maslow's Hierarchy of Needs. (6 marks)

Question 2

(a) State **FIVE (5)** physical symptoms of stress.

(5 marks)

(b) Explain fight-or-flight reaction.

(5 marks)

(c) List **SIX (6)** benefits of self-directed learning.

(6 marks)

(d) Describe the cognitive and mental barriers to self-directed learning in virtual education.

(4 marks)

Question 3

- (a) List **SIX (6)** deviant acts in healthcare. (6 marks)
- (b) Describe **TWO (2)** classifications of deviance. (4 marks)
- (c) State **SIX (6)** examples of short-term memory. (6 marks)
- (d) Explain **TWO (2)** parts of declarative memory. (4 marks)

Question 4

(a) List **SIX (6)** behaviours as health practitioner.

(6 marks)

(b) Describe **TWO (2)** types of behavioural control.

(4 marks)

(c) State **FOUR (4)** ways to improve communication skills.

(4 marks)

(d) Describe **THREE (3)** disadvantages of written communication.

(6 marks)

END OF EXAMINATION PAPER