



UNIVERSITI KUALA LUMPUR
INSTITUTE OF MEDICAL SCIENCE TECHNOLOGY

FINAL EXAMINATION
MARCH 2025 SEMESTER

COURSE CODE : HGD20602
COURSE TITLE : HUMAN RELATION & BEHAVIOR
PROGRAMME NAME : DIPLOMA IN ENVIRONMENTAL HEALTH
DATE : 03 JULY 2025
TIME : 2:00PM - 4:00PM
DURATION : 2 HOURS



INSTRUCTIONS TO CANDIDATES

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 consist of TWO sections.
4. Section A consist total of 60 marks. Answer ALL questions.
5. Section B consist of three questions. Answer TWO (2) questions only.
6. Please write your answer on the answer booklet provided.
7. Please answer all questions in English only.
8. Refer to the attached Formula/ Appendies. *Tick if applicable*

THERE ARE 8 PAGES OF QUESTIONS INCLUDING THIS PAGE

SECTION A (Total: 60 marks)

Answer ALL questions.

Please use the answer booklet provided.

Question 1

Healthcare workers often face various challenges that affect their performance and job satisfaction.

- (a) State **THREE (3)** common challenges encountered in the healthcare environment.
(3 marks)

- (b) Define the concept of responsibility in a healthcare context and provide **ONE (1)** relevant example.
(4 marks)

- (c) Explain how job satisfaction influences performance among healthcare workers.
(4 marks)

- (d) Describe how effective decision-making skills can influence patient care outcomes.
(4 marks)

Question 2

Self-value and cultural understanding are critical in healthcare services.

- (a) Define individual worth.
(2 marks)

- (b) Identify **TWO (2)** factors that influence the value of healthcare providers.
(2 marks)

- (c) Describe **TWO (2)** impacts of cultural and economic differences on healthcare service delivery.
(4 marks)

- (d) Suggest **THREE (3)** strategies to enhance healthcare services to the community with different cultures and socioeconomic status.
(7 marks)

Question 3

Human behavior is influenced by both biological and environmental factors.

(a) Define the term "social norm" in the context of behavior. (2 marks)

(b) Give **TWO (2)** examples of how socio-economic background can influence an individual's behavior. (2 marks)

(d) Describe how genetic factors can contribute to aggressive behavior. (3 marks)

(c) Identify **THREE (3)** impacts of low self-esteem in social interaction. (3 marks)

Question 4

The practice of acceptance is a core principle in positive psychology and contributes to meaning-making in life.

- (a) Define the concept of death acceptance.
(2 marks)

- (b) Identify **TWO (2)** pathways associated with unconditional acceptance of stress.
(2 marks)

- (c) State **TWO (2)** reasons on how acceptance contributes to positive mental health based on the Meaning Management Theory (MMT).
(3 marks)

- (d) Describe **TWO (2) impacts** of practicing acceptance in helping individuals face life's inevitable losses.
(3 marks)

Question 5

Understanding emotion and its regulation is important in managing daily stress and improving well-being.

- (a) Define emotion and give **ONE** example of a basic human emotion.
(2 marks)

- (b) Identify **TWO (2)** physiological components involved in emotional response.
(2 marks)

- (c) Explain the James-Lange theory of emotion with an example.
(3 marks)

- (d) Outline **TWO (2)** strategies that individuals can adapt to negative emotions using coping mechanisms.
(3 marks)

SECTION B (Total: 40 marks)

Answer **TWO (2)** questions only.

Please use the answer booklet provided.

Question 1

Adolescents often face an inner conflict between the need for acceptance by the peer group such as to smoke or not smoke. Using peer-smoking pressure as an example of inner conflict, determine **SEVEN (7)** ways to resolve the inner conflict.

(20 marks)

Question 2

You are a trainee healthcare worker assigned to monitor a group of factory workers in a sleep health awareness campaign. One of the workers, Mr. Hafiz, 38, often works night shifts. He reports frequent headaches, trouble concentrating, and has dozed off while commuting home. He sleeps only 4 to 5 hours during the day. His supervisor also notes that he regularly makes errors in machine settings and appears emotionally withdrawn.

Based on Mr. Hafiz's situation, examine the impacts of inadequate sleep on person's behaviour, emotional well-being, and work performance. Support your answer with at least **FIVE (5)** relevant points and **TWO (2)** appropriate examples from daily life.

(20 marks)

Question 3

You are a healthcare assistant at a community health clinic. During your shift, you are assigned to care for an elderly patient, Encik Rahman, who has severe anxiety and partial visual impairment. He appears tense and avoids eye contact, and you notice that he becomes more withdrawn when staff rush through instructions or use unfamiliar terms.

- (a) Based on this scenario, examine **FIVE (5)** importance of non-verbal communication when interacting with patients like Encik Rahman. Support your answer with relevant examples from healthcare practice.

(10 marks)

- (b) Propose **FIVE (5)** suitable communication strategies to effectively manage the interaction with Encik Rahman. Justify your proposed strategies based on Encik Rahman's condition.

(10 marks)

END OF EXAMINATION PAPER

