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FINAL EXAMINATION
MARCH 2026 SEMESTER

COURSE CODE	: PPB 40103
COURSE NAME	: TECHNOLOGIST AND SOCIETY
PROGRAMME NAME	: BACHELOR
DATE	: 23 JUNE 2026
TIME	: 9.00 AM – 12.00 PM
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please CAREFULLY read 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 ONE (1) section.
4. Answer FIVE (5) questions ONLY.
5. Please write your answers on the answer booklet provided.
6. Answer all questions in English language ONLY.
7. Related formulas have been appended for your reference.

THERE ARE 7 PAGES OF QUESTIONS, EXCLUDING THIS PAGE AND APPENDICES.

INSTRUCTION: Answer FIVE (5) questions only. (Total:100 marks)
Please use the answer booklet provided.

Question 1

Technology improves modern society by increasing efficiency, communication, education, healthcare, and transportation. It allows faster information sharing, automation of work, and improved quality of life.

(a) State four (4) negative impacts of technology on society.

(4 marks)

(b) Describe three (3) advantages of using information technology in transportation.

(6 marks)

(c) Discuss the effects on society, safety and ethics if automated machines are used to improve production.

(6 marks)

(d) In your opinion, how could we addressed any two (2) issues discussed in Q1 (c) ?

(4 marks)

Question 2

Renewable energy is energy obtained from natural resources that are continuously replenished, such as sunlight, wind, water, biomass, and geothermal heat.

(a) State three (3) advantages of renewable energy.

(6 marks)

(b) Name four (4) examples of renewable energy technologies.

(4 marks)

(c) Explain briefly two (2) challenges to implement renewable energy.

(4 marks)

(d) Discuss three (3) important reasons why the implementation of renewable Energy is crutial in Malaysia.

(6 marks)

Question 3

A customer complained angrily about receiving the wrong product. The customer service officer responded rudely, which made the customer even more upset and resulted in a negative online review;

(a) What mistake did the customer service officer make?

(5 marks)

(b) State five (5) communication skills are needed in customer service?

(5 marks)

(c) Suggest three (3) action by the management to avoid this incident from happening in the the future.

(6 marks)

(d) Why is professional communication important in business?

(4 marks)

Question 4

An employee shares confidential company information with a competitor in exchange for money.

(a) Identify the unethical behaviour in this case.

(4 marks)

(b) Explain why confidentiality is important in organizations.

(4 marks)

(c) Suggest disciplinary actions the company should take.

(6 marks)

(d) Suggest three (3) initiatives by the management to avoid this issue in the future.

(6 marks)

Question 5

The 5S methodology is a key component of Lean manufacturing and workplace organisation.

(a) List the five (5) steps of the 5S system in the correct order.

(5 marks)

(b) Briefly explain the primary objective of the "Sort" and "Shine" steps.

(5 marks)

(c) During the "Set in Order" phase, how would you ensure tools and materials are organised for maximum efficiency?

(4 marks)

(d) What "Standardize" practices can be put in place to ensure abnormalities are easily recognized and addressed?

(6 marks)

Question 6

Professionalism is the conduct, attitude, and behaviour expected from a responsible and competent worker.

(a) List four characteristics of a professional employee.

(4 marks)

(b) Explain why punctuality is important in professional life.

(4 marks)

(c) You received a call from an Engineer who works on a program your team is supplying a new component to the customer. He does not understand the technology involved. He asks if the new component is good. You think the device will likely work, but could and should be improved. What will you inform the Engineer? Why?

(6 marks)

(d) Explain three (3) characteristics of a professional employee.

(6 marks)

END OF EXAMINATION PAPER