



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : INTERPERSONAL COMMUNICATION
COURSE CODE : DPP2122
EXAMINATION : APRIL 2018
DURATION : 2 HOURS

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **THREE (3)** part:
PART A (10 Marks)
PART B (30 Marks)
PART C (20 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 11 printed pages including front page

PART A / BAHAGIAN A

This part consists of **TEN (10)** questions. Answer **ALL** questions in Objective Answer Paper.

*Bahagian ini mngandungi **SEPULUH (10)** soalan. Jawab **SEMUA** soalan dalam Kertas Jawapan Objektif.*

1. Communication skills of an individual is influenced by
 - A thinking.
 - B education.
 - C experience.
 - D association.

1. *Kemahiran berkomunikasi seseorang individu dipengaruhi oleh*
 - A pemikiran.
 - B pendidikan.
 - C pengalaman
 - D pergaulan.

2. Which of the following statements is **true** about the characteristic of interpersonal communication?
 - A Dialogue.
 - B It usually involves two individuals.
 - C Usually individuals will react to each others as individuals.
 - D Build good relationships and form the warmth of relationships.

2. *Manakah di antara pernyataan berikut **benar** mengenai ciri-ciri komunikasi interpersonal?*
 - A *Berbentuk dialog.*
 - B *Kebiasanya melibatkan dua individu.*
 - C *Kebiasaannya individu akan bertindak balas antara satu sama lain sebagai individu.*
 - D *Membina hubungan baik dan membentuk kemesraan perhubungan.*

3. What is the meaning of self-concept?
- A Personality, behavior, feeling, attitude controlled by others.
 - B Perceptions, beliefs, feelings, attitudes and values specially held by an individual against himself.
 - C It only focuses on the view of self-strength and is supported by his own feedback about others.
 - D Assessment, views, perceptions, beliefs, including the strengths and weaknesses of others against others.
3. *Apakah yang dimaksudkan dengan konsep sendiri?*
- A *Personaliti, tingkah laku, perasaan, sikap yang dikawal oleh orang lain.*
 - B *Persepsi, kepercayaan, perasaan, sikap serta nilai yang khusus dipegang oleh seseorang individu terhadap dirinya.*
 - C *Hanya tertumpu kepada pandangan kekuatan diri sendiri serta disokong dengan maklum balas dirinya tentang orang lain.*
 - D *Penilaian, pandangan, tanggapan, kepercayaan, termasuklah kekuatan dan kelemahan diri sendiri terhadap orang lain.*
4. Choose the correct pattern of short conversation.
- A "The today's weather is hot."
 - B "I do not like the way you dress."
 - C "Most Kelantan players are not good."
 - D "What's so good with your girlfriend?"
4. *Pilih corak perbualan pendek yang tepat.*
- A *"Panasnya cuaca hari ini."*
 - B *"Aku kurang suka dengan cara kamu berpakaian."*
 - C *"Kebanyakan pemain Kelantan tak bagus."*
 - D *"Apa yang bagus sangat dengan awek kau tu?"*

5. Which of the following is **true** about culture?
- A Culture affects our communication mainly in the workplace.
 - B It is unimportant to look at the similarities between cultures.
 - C Culture often proves to be less influential than personal factors.
 - D Understanding cultures means accepting the cultural beliefs of other cultures.
5. *Antara pernyataan berikut, yang manakah **benar** mengenai budaya?*
- A *Budaya boleh menjejaskan komunikasi terutamanya di tempat kerja.*
 - B *Adalah tidak penting untuk melihat persamaan antara budaya.*
 - C *Budaya sering kali terbukti kurang berpengaruh berbanding dengan faktor-faktor peribadi.*
 - D *Memahami budaya bermakna menerima kepercayaan budaya-budaya kaum lain.*
6. Which body language is showing the action of daydreaming?
- A Point a person's finger.
 - B Put your hands over your head.
 - C Rubbing eyes, ears and nose.
 - D Crossing the right leg over the left leg.
6. *Bahasa tubuh manakah yang membawa maksud sedang berangan-angan?*
- A *Menuding jari ke arah seseorang.*
 - B *Meletakkan tangan di atas kepala*
 - C *Menggosok mata, telinga dan hidung.*
 - D *Menyilang kaki.*

7. Non-verbal communication is referring to the form of random communication. Which of the following are true statements of the inherent traits of non-verbal communication?

- i Change by personality.
- ii Reveals one's emotions.
- iii Can give a different meaning.
- iv Depending on the context of the conversation.

- A i, ii and iii.
- B i, iii and iv.
- C ii, iii and iv
- D i, ii, iii and iv

7. *Komunikasi bukan lisan dikatakan sebagai suatu bentuk komunikasi yang bersifat rambang. Antara berikut yang manakah merupakan pernyataan yang **benar** mengenai sifat-sifat rambang dalam komunikasi bukan lisan?*

- i Berubah mengikut personaliti.*
- ii Menzahirkan emosi seseorang.*
- iii Boleh memberikan makna yang berbeza.*
- iv Bergantung kepada konteks perbualan.*

- A *i, ii dan iii.*
- B *i, iii dan iv.*
- C *ii, iii dan iv*
- D *i, ii, iii dan iv*

8. Which of the following is a way to built rapport with other individuals?
- i Voice intonation.
 - ii Sentence usage.
 - iii Total time shared.
 - iv Close physical proximity.
- A i, ii and iii.
B i, iii and iv
C ii, iii and iv.
D i, ii, iii and iv.
8. *Manakah di antara berikut merupakan cara untuk melahirkan keintiman ketika bersama dengan individu lain?*
- i Nada suara.*
 - ii Pemilihan kata.*
 - iii Jumlah masa yang dikongsiikan bersama.*
 - iv Dekat dengan jarak fizikal*
- A *i, ii dan iii.*
B *i, iii dan iv*
C *ii, iii dan iv.*
D *i, ii, iii dan iv.*
9. Which of the following is the most common cause of workplace conflict?
- A Personality clashes
 - B Grapevine rumors
 - C Delegation of resources
 - D Executive responsibility and coordination

9. *Manakah di antara berikut adalah punca konflik tempat kerja yang paling biasa?*
- A *Perselisihan personaliti*
 - B *Penyebaran khabar angin.*
 - C *Pengagihan sumber*
 - D *Tanggungjawab eksekutif dan koordinasi*
10. Which of the following statements are effective ways to improve interpersonal communication process within a team?
- i Listen and point of from all the experts.
 - ii Avoid sensitivity.
 - iii Appreciate every feedback given by members.
 - iv Confront and advice ethically.
- A i, ii and iii.
 - B i, iii and iv.
 - C ii, iii and iv.
 - D i, ii, iii and iv.
10. *Manakah di antara pernyataan berikut merupakan langkah-langkah yang efektif untuk meningkatkan proses komunikasi interpersonal di dalam pasukan?*
- i *Mendengar pandangan dari pakar.*
 - ii *Elakkan dari bercakap hal-hal yang sensitif.*
 - iii *Menghargai setiap maklum balas di kalangan ahli.*
 - iv *Menegur dan menasihati secara berhemah dan bersemuka.*
- A *i, ii dan iii.*
 - B *i, iii dan iv.*
 - C *ii, iii dan iv.*
 - D *i, ii, iii dan iv*

(10 MARKS / 10 MARKAH).

PART B / BAHAGIAN B

This part consists of **SIX (6)** questions. Answer **ALL** questions in Answer Booklet.
Bahagian ini mengandungi ENAM (6) soalan. Jawab SEMUA soalan dalam Buku Jawapan.

QUESTION 1

What are the definitions for the following terms?

- a. Interpersonal communication. (2 marks)
- b. Non-verbal messages (1 marks)
- c. Self-esteem. (1 marks)
- d. Team building (1 marks)

SOALAN 1

Apakah definisi bagi istilah-istilah berikut?

- a. Komunikasi interpersonal. (2 markah)
- b. Mesej bukan lisan (1 markah)
- c. Harga diri. (1 markah)
- d. Kerjasama berkumpulan. (1 markah)

QUESTION 2

Explain **five (5)** important interpersonal communications in the Human Resource Management (5 marks)

SOALAN 2

Terangkan **lima (5)** kepentingan komunikasi interpersonal dalam Pengurusan Sumber Manusia. (5 markah)

QUESTION 3

Explain about "Jauhari Window". (5marks)

SOALAN 3

Terangkan mengenai "Tetingkap Johari". (5 markah)

QUESTION 4

Define **five (5)** stages of the listening process. (5 marks)

SOALAN 4

Berikan **lima (5)** peringkat dalam proses kemahiran mendengar. (5 markah)

QUESTION 5

Why should we learn about other cultures and develop intercultural competence? Explain at **two (2)** reasons why we need to improve our intercultural competence. (5 marks)

SOALAN 5

Mengapa kita harus belajar tentang budaya lain dan mengembangkan kecekapan antara budaya? Terangkan **dua (2)** sebab mengapa kita perlu meningkatkan kecekapan antara budaya. (5 markah)

QUESTION 6

Briefly **five (5)** type of relationships development. (5 marks)

SOALAN 6

Berikan **lima (5)** bentuk perkembangan persahabatan. (5 markah)

(30 MARKS / 30 MARKAH)

PART C / BAHAGIAN C

This part consists of **THREE (3)** questions. Answer **TWO (2)** questions only. Answer the questions in Answer Booklet.

*Bahagian ini mengandungi **TIGA (3)** soalan. Jawab **DUA (2)** soalan sahaja. Sila jawab soalan di dalam Buku Jawapan.*

QUESTION 1

It is often said "**action is louder than words**". Sometimes we gained a lot of information, from non-verbal reactions of a person more than we hear from them. Nonverbal communication is being used sometime for judgement and to determine clarity.

And if, you are in an interview session, and the interviewers are observing your reactions and on every words you say, what types of non-verbal elements would you to ensure the interviewer would receive some good impression from you? Explain with some related examples.

(10 Marks)

SOALAN 1

*Sering dikatakan bahawa "**sesuatu tindakan itu lebih jelas daripada kata-kata**". Kadang-kala reaksi bukan lisan akan memberikan lebih maklumat dari seseorang, dari apa yang kita dengar daripada mereka. Komunikasi bukan lisan juga kadang-kadang digunakan untuk membuat sesuatu pertimbangan maklumat dan juga dalam menentukan kejelasannya.*

Dan jika, anda berada di dalam satu sesi temuduga, dan penemuduga sedang meneliti tingkah laku dan setiap perkataan yang anda ungkapkan, elemen bukan lisan apakah yang akan anda gunakan bagi memastikan penemuduga tersebut akan mendapat gambaran yang baik dari anda? Jelaskan dengan contoh-contoh yang berkaitan.

(10 markah)

QUESTION 2

Conflict can have both positive and negative effects. Discuss **two (2)** positive and two (2) negative effects of conflict in the workplace.

(10 marks)

SOALAN 2

*Konflik boleh memberi kesan positif atau negatif. Bincangkan **dua (2)** kesan positif dan **dua (2)** kesan negatif konflik di tempat kerja.*

(10 markah)

QUESTION 3

Zila wants to celebrate Hari Raya at home this year while her partner Roslan wants to spend it with his parents 1000 miles away. Both of them are fighting because each of them must choose only one decision. Describe the most productive way to manage this conflict.

(10 marks)

SOALAN 3

Zila ingin menyambut Hari Raya pada tahun ini di rumah sementara pasangannya Roslan ingin menyambut di rumah ibu bapanya yang berada beribu batu jauhnya. Mereka berdua bergaduh kerana masing-masing ingin mempertahankan diri supaya kehendak salah seorang daripada mereka diikuti. Terangkan cara yang paling berkesan untuk menguruskan konflik ini.

(10 markah)

END OF QUESTION PAPER / KERTAS SOALAN TAMAT

