



---

**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

---

**COURSE NAME : INTERPERSONAL COMMUNICATION**  
**COURSE CODE : DPP2122**  
**EXAMINATION : MEI 2017**  
**DURATION : 2 HOURS**

---

**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **TWO (2)** sections:  
SECTION A (40 Marks)  
SECTION B (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. Answer Booklet

---

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

---

*This examination paper consists of 6 printed pages including front page*

---



**SECTION A / BAHAGIAN A**

Instruction: Answer all questions. / *Arahan: Jawab semua soalan.*

**QUESTION 1**

What are **FIVE (5)** of the most common causes of problems in human relations?

(5 marks)

**SOALAN 1**

Apakah **LIMA (5)** sebab masalah berlaku dalam hubungan manusia?

(5 markah)

**QUESTION 2**

What difference between interpersonal communication and impersonal communication briefly?

(5 marks)

**SOALAN 2**

Apakah perbezaan antara komunikasi antara personal dan komunikasi secara peribadi?

(5 markah)

**QUESTION 3**

Hakim is not listening carefully to Salman describe his vacation because he is more interested in telling Salman what he did on vacation. What listening barrier is Hakim experiencing and what can he do to overcome it?

(5 marks)

**SOALAN 3**

Hakim tidak mendengar dengan baik cerita percutian Salman kerana dia lebih tertarik untuk memberitahu Salman percutiannya. Apakah halangan yang dihadapi oleh Hakim dan bagaimanakah dia untuk mengatasi masalah tersebut?

(5 markah)

## QUESTION 4

Use the **FIVE (5)** steps of the listening process to describe how you listen to a lecture.

(5 marks)

## SOALAN 4

*Terangkan bagaimana anda menggunakan **LIMA (5)** cara pendengaran ketika kuliah dijalankan.*

(5 markah)

## QUESTION 5

How to improve your self esteem? Write **FIVE (5)** only.

(5 marks)

## SOALAN 5

*Bagaimana cara untuk meningkatkan harga diri atau keyakinan anda? Berikan **LIMA (5)** sahaja*

(5 markah)

## QUESTION 6

Describe **FIVE (5)** human differences that influence communication.

(5 marks)

## SOALAN 6

*Jelaskan **LIMA (5)** perbezaan manusia yang mempengaruhi komunikasi.*

(5 markah)

## QUESTION 7

Using specific example, explain how each of the **FIVE (5)** conflict style – avoidance, accommodation, competition, compromise and collaboration – are related to the dimensions of concern for self and concern for others.

(5 marks)

## SOALAN 7

*Berikan contoh bagi menerangkan **LIMA (5)** gaya konflik iaitu mengelak, memberi arahan, bersaing, bertoleransi dan berkerjasama yang perlu ditekankan pada diri dan orang lain.*

(5 markah)

Question 8

Describe each of the **FIVE (5)** types of power relationships in an analysis of which one you think is best.

(5 marks)

SOALAN 8

Jelaskan **LIMA (5)** jenis kuasa dalam hubungan dan yang mana satu yang terbaik.

(5 markah)

**[40 MARKS / 40 MARKAH]**

**SECTION B**

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

*Bahagian ini mengandungi TIGA (3) soalan. Jawab DUA (2) sahaja.*

*Sila jawab soalan-soalan di dalam Buku Jawapan.*

**QUESTION 1**

Kassim and Sarah have been friends for about a year and generally get along well. Over time, however Kassim starts to become annoyed with Sarah's habit of being late so often. A while after he realizes how much it really bothers him, Kassim tells Sarah that he is really frustrated when Sarah shows up late to go to a movie they agreed to see together. Sarah is defensive at first and argues with Kassim that she is a busy person with a lot of stress and responsibility in her life and that Kassim just needs to "chill out". As the conversation progresses, Sarah agrees to call Kassim in advance from now on if she's going to be late and to try to avoid making appointments with Kassim when she is not likely to show up or be on time. The next few times they get together, Sarah is on time. In fact, Kassim and Sarah make a joke about it. Using the details of the story, identify the stages of the conflict process that Kassim and Sarah went through.

(10 marks)

**SOALAN 1**

*Kassim dan Sarah telah berkawan sejak setahun lamanya dan hubungan mereka berdua baik. Walaubagaimanapun, sejak akhir-akhir ini Kassim merasa geram kerana Sarah selalu lewat apabila ingin berjumpa. Kemudian Kassim memberitahu Sarah bahawa dia kecewa dengan sikap Sarah lewat untuk pergi menonton filem bersama. Sarah mempertahankan diri dengan menjawab bahawa dia sibuk dan tertekan dengan banyak tanggungjawab perlu dilakukan dalam hidupnya dan dia berharap Kassim bersabar. Selepas perbualan tersebut, Sarah setuju untuk menghubungi Kassim jika dia lewat atau tidak boleh berjumpa jika Sarah tidak dapat datang atau lewat. Selepas selang beberapa hari mereka berjumpa dan Sarah datang tepat pada waktu. Malah Kassim dan Sarah bergembira bersama. Berdasarkan cerita di atas, kenalpasti peringkat proses konflik yang Kassim dan Sarah lalui.*

(10 markah)

## QUESTION 2

Haris and Faris are romantically attracted to each other. Both males, they are racially and culturally quite different from one another. Based on what you've learned about relationships that challenge social norms, can you tell the ways they differ from straight relationships? Explain.

(10 marks)

## SOALAN 2

*Haris dan Faris tertarik antara satu sama lain. Mereka berdua adalah lelaki dan berlainan kaum dan budaya. Berdasarkan apa yang anda belajar mengenai hubungan yang dihalang oleh norma-norma sosial, boleh anda beritahu cara hubungan mereka berbeza daripada hubungan terus (berbeza jantina). Terangkan.*

(10 markah)

## QUESTION 3

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

(10 marks)

## SOALAN 3

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

(10 markah)

**[20 MARKS/ 20 MARKAH]**

**END OF QUESTION PAPER / KERTAS SOALAN TAMAT**

