

POLITEKNIK
Jabatan Pengajian Politeknik

EXAMINATION AND EVALUATION DIVISION
DEPARTMENT OF POLYTECHNIC EDUCATION
(MINISTRY OF HIGHER EDUCATION)

COMMERCE DEPARTMENT

FINAL EXAMINATION
JUNE 2012 SESSION

PK204: PERSONALITY DEVELOPMENT

DATE : 24 NOVEMBER 2012(SATURDAY)
DURATION : 2 HOURS (11.15 AM - 1.15 PM)

This paper consists of **EIGHT(8)** pages including the front page.
Section A: Objective (25 questions – answer all)
Section B: Structured (2 questions – answer all)
Section C: Essay (1 question – answer all)

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BY THE CHIEF INVIGILATOR

(The CLO stated is for reference only)



5. _____ is the first step of good grooming and deportment that can influence interviewer during the interview session. [CLO2:C1]
- A. Dressing appropriately
 - B. Courtesy
 - C. Speech
 - D. Body posture
6. Our personal appearance will be evaluated by someone during the first meeting. Below are some aspects of personal appearance that need to be portrayed during the first meeting **EXCEPT** [CLO2:C3]
- A. Dress code
 - B. Table manners
 - C. Behaviour
 - D. Courtesy and language
7. "_____ supplies energy to the body in a highly concentrated form." [CLO 3:C1]
- A. Carbohydrate
 - B. Protein
 - C. Mineral
 - D. Fats
8. "_____ allows your heart to return to the resting rate after an aerobic exercise." [CLO3:C1]
- A. Warming up
 - B. Cooling Down
 - C. Stretching
 - D. Physical exercise
9. Below are the importance of exercising **EXCEPT**: [CLO3:C2]
- A. It can boost our energy
 - B. It can increase our weight
 - C. It makes our body and mind more relax
 - D. It makes us look better and feel great
10. Which of the following is TRUE about attitude? [CLO 4:C3]
- A. The state of mind which can be maintained on purpose.
 - B. A way of thinking about somebody or something.
 - C. When something hits one's mental focus into negative direction, they know how to bounce back and make an adjustment.
 - D. Adjustments provide practical suggestion which can help maintain positive attitude.

11. "Concentrate more on the things you could do well in life and you will think less about the negative things in life"

The above statement refers to:

[CLO 4:C3]

- A. Developing a sense of humour
- B. Freeing yourself from complications
- C. Playing the winner
- D. Working to cut off your focus against negative factors

12. Which of the following is a negative attitude?

[CLO 4:C3]

- A. Optimistic
- B. Pessimistic
- C. Thoughtful
- D. Cooperative

13. _____ can be defined as a way of thinking about somebody or something. It is never static but dynamic, sensitive and perceptual process. It is the way you communicate your mood and mind set to others.

[CLO4:C1]

- A. Self thinker
- B. Personality
- C. Self esteem
- D. Attitude

14. The phrase "See first to understand than to be understood" is related to the following statement **EXCEPT**;

[CLO4:C3]

- A. Try hard to know yourself before understanding yourself
- B. Try to understand other people first
- C. Be approachable
- D. The habit of highly effective people

15. The habits of highly effective people are as follows **EXCEPT**

[CLO4:C2]

- A. Always improve physical, mental and social skills
- B. Make decisions that will benefit yourself
- C. Plan and set objective before doing things
- D. Seek first to understand than to be understood

16. Stress is the body's response to demands and the demands can be described as stressors. Below are group of categories for stressors and their example **EXCEPT**

[CLO3:C3]

- A. Social Stressor - noise, crowding
- B. Psychological Stressor - loss of job
- C. Psychosocial Stressor - death of family
- D. Philosophical Stressor - value system conflict

17. Which statements are **TRUE** about the pros in relaxation techniques? [CLO3:C3]

- i. Acceptance of life in the cycle
- ii. Reduction of anxiety
- iii. New kinds of reward
- iv. Escapism

- A. i, ii, iii
- B. i, ii, iv
- C. i, iii, iv
- D. All of the above

18. A set of standards that companies develop to help provide their employees with guidance about what is appropriate to wear to work is called; [CLO2:C3]

- A. Office Wear Code
- B. Dress Code
- C. Office Wear Protocol
- D. Dress Protocol

19. Which of the following is **NOT** a recommendation for good behavior? [CLO2:C3]

- A. Be punctual
- B. Having a positive attitude
- C. Criticizing in public and praising in private
- D. Having good table manners

20. The statements below are true about the importance of image as a communication tool **EXCEPT** [CLO4:C2]

- A. It sends out messages about you
- B. It can build a corporate image
- C. Empathy expedites business relationship
- D. It can help you get a lot of friends

21. What is the **FALSE** element about image building? [CLO4:C1]
- A. Dress
 - B. Voice
 - C. Etiquette
 - D. Body
22. "Place your cutlery in a "resting" position if you have not finished eating. This table manner refers to [CLO5:C3]
- A. Tableware and Cutlery
 - B. Dining
 - C. Barbeque
 - D. Cocktail party
23. One of the principles of introduction is: [CLO5:C1]
- A. Asking about place of origin
 - B. Asking about family and job status
 - C. Introducing a less important person to a more important person
 - D. Introducing an older person to a younger person
24. The fork is always held on the _____ hand. [CLO 5:C1]
- A. Right
 - B. Left
 - C. Thumb
 - D. Fingers
25. The meal will usually be served from the _____ and used plates will be removed from the _____ side. [CLO 5:C1]
- A. Left, right
 - B. Right, left
 - C. Front, right
 - D. Left, front

SECTION B**SUBJECTIVE / STRUCTURE (50 Marks)**

Instruction : Answer all questions.

QUESTION 1

- a) List down **FIVE (5)** Environment Factors that influence an individual's personality. [CLO1:C1]
(5 marks)
- b) Briefly explain **FIVE (5)** appropriate tips for walking style. [CLO2:C2]
(10 marks)
- c) Explain **FIVE (5)** importance of a balanced diet. [CLO2:C2]
(10 marks)

QUESTION 2

- a) Explain **FIVE (5)** reasons why personal image is important to our career development. [CLO4:C1]
(10 marks)
- b) Define image building and briefly explain **FOUR (4)** types of images. [CLO4:C3]
(10 marks)
- c) List **FIVE (5)** elements of personal image. [CLO4:C1]
(5 marks)

SECTION C**ESSAY (25 marks)****INSTRUCTION:**

This section consists of **ONE (1)** essay question. Answer the question.

QUESTION 1

Ameena is working in Green Digital Sdn Bhd. She works as a secretary in the company. Her work involves dealing with her boss and also her colleagues. She works in a small space where all her tasks will be done there. Sometimes, she feels dissatisfied with her works. She always complains about feeling tired as well as experiencing headaches and muscular pain when performing her work. She also lost her appetite because she is thinking too much about her work. She also grumbles at her workplace and feels stressed. In the previous job performance appraisal, she received bad result. She feels frustrated.

Based on the situation above

- | | |
|--|------------------------|
| a) Define stress | [CLO3:C1]
(2 marks) |
| b) List THREE (3) symptoms of stress based on the situation | [CLO3:C2]
(3 marks) |
| c) Discuss THREE (3) other factors that contribute to stress | [CLO3:C3]
(9 marks) |
| d) Discuss TWO (2) techniques on how to overcome stress | [CLO3:C3]
(5 marks) |
| e) Provide THREE (3) pros and THREE (3) cons of the techniques you have chosen | [CLO3:C2]
(6 marks) |

