



UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2022/2023**

COURSE NAME : COLLEGIALLY INTERACTION AND
MANAGEMENT
COURSE CODE : BBJ 21203
PROGRAMME CODE : BBJ
EXAMINATION DATE : JULY/AUGUST 2023
DURATION : 3.0 HOURS
INSTRUCTION : 1. ANSWER **ALL** QUESTIONS.
2. THIS FINAL EXAMINATION IS
CONDUCTED VIA **CLOSED BOOK**.
3. STUDENTS ARE **PROHIBITED** TO
CONSULT THEIR OWN MATERIAL
OR ANY EXTERNAL RESOURCES
DURING THE EXAMINATION
CONDUCTED VIA CLOSED BOOK

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

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- Q1.** (a) Explain the difference between “Collegiality” and “Collaboration”. (3 marks)
- (b) Classify the status of the following situations; either it is collegial or non-collegial.
- (i) Dr. Garry is chronically unhappy and complains about everything and everyone. (.....)
 - (ii) Dr. Lavette spends hours talking on phone gossiping. (.....)
 - (iii) Dr. Zwomith is sensitive to feelings of colleagues when commenting on their teaching, scholarship, or service. (.....)
 - (iv) Dr. Vimir always agrees to disagree of being disagreeable. (.....)
 - (v) Dr. Ogguz responds late and harshly to e-mail and phone voice messages from colleagues and students. (.....)
 - (vi) Dr. Morgan is friendly with faculty staff and students. (.....)
 - (vii) Dr. Norma is a bad teacher and an unpleasant person. (.....)
 - (viii) Dr. Shanket facilitates the functioning of all the non-collaborating assignments in the department. (.....)
 - (ix) Dr. Suitoo denies to offer emotional support to faculty members who are experiencing a personal tragedy. (.....)
 - (x) Dr. Ghorki has developed a reputation among students in the faculty for being flexible. (.....)
 - (xi) Dr. Marry does not serve on any department or university committees and refuses to be academic advisor for students. (.....)
 - (xii) Prof. Geffery, the former chair of the committee, declines to attend the committee meetings. (.....)
 - (xiii) Dr. Kaspar steadfastly agrees to collaborate with colleagues. (.....)
 - (xiv) Dean Jenever volunteers to serve on university and department committees activities. (.....)
 - (xv) Dr. Xi is intolerant of opposing opinions of colleagues. (.....)
 - (xvi) Dr. Lu is a bully of non-tenured colleagues in a department. (.....)
- (16 marks)

- (c) Discover the unique perspective of individual during entering the life experience. (6 marks)

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Q2. (a) “Collaboration Requires Parity Among Participants”

Analyze and determine what the word “Parity” means in the statement above.

(2 marks)

(b) State **five (5)** elements that classroom teachers emphasize to view their progress in professional studies.

(5 marks)

(c) Explain **four (4)** characteristics of collaboration.

(4 marks)

(d) Investigate **four (4)** characteristics of collaboration to be used for the whole students in the class to be successful at the end of the semester.

(4 marks)

(e) Discuss in brief the meaning of the following terms:

- (i) Voluntary
- (ii) Parity
- (iii) Mutual goals
- (iv) Shared responsibility
- (v) Decision making

(10 marks)

Q3. (a) Identify all the steps to proceed for the problem-solving process.

(6 marks)

(b) Elaborate a practice to the proactive problem-solving in **four (4)** steps.

(6 marks)

(c) Justify how the ideas you produced to solve a problem will be effective or not.

(4 marks)

(d) Define interpersonal communication.

(4 marks)

(e) Discuss the meaning of *Unilateral Communication* via the perspective of speaker-listener.

(5 marks)

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Q4. (a) Identify **six (6)** ways the information can be shared by faculties (3 marks)

(b) Examine the **three (3)** statements below and determine what type of statement are they.

Statement 1: I'm such a joke as a speaker. I'm really not a good spokesperson. I look nervous and no body can follow what I'm saying.

Statement 2: I must avoid getting into situations where I'll have to talk in front of other people because they are so upsetting to me. I should have Nu'man represent us at meetings.

Statement 3: I became so anxious when it was my turn to speak at the in-service workshop that my hands and the papers I held shook. I promised, my mouth was terribly dry, and I felt all tongue-tied. I felt like the floor would fall out from under me.

(6 marks)

(c) Illustrate **three (3)** causes of conflict with brief explanation.

(6 marks)

(d) “The degree to which homeostasis plays a part in resistance varies greatly from one person to another and with the nature of the change that is at issue.”

Illustrate **two (2)** examples to the indicator of resistance in the **Table Q4 (c)**.

Table Q4 (c)

Indicator of resistance	Explanation
Refusing to participate	Response to change is “No, thank you.” 1) 2)
Supporting without substance	Response to change is “puppies-on-the-dashboard.” 1) 2)
Displacing responsibility	Response to change is claiming others will not permit it. 1) 2)
Deferring to a future time	Response to change is putting it off. 1) 2)
Relying on past practice	Response to change is to call on tradition as reason to retain the status quo. 1) 2)

(10marks)

-END OF QUESTION -

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