



# UTHM

Universiti Tun Hussein Onn Malaysia

## UNIVERSITI TUN HUSSEIN ONN MALAYSIA

### FINAL EXAMINATION SEMESTER II SESSION 2023/2024

- COURSE NAME : COLLEGIALLY INTERACTION AND MANAGEMENT
- COURSE CODE : BBJ 21203
- PROGRAMME CODE : BBJ
- TEST DATE : JULY 2024
- DURATION : 2 HOURS 30 MINUTES
- INSTRUCTION : 1. ANSWER **ALL** QUESTIONS.  
2. THIS FINAL EXAMINATION IS CONDUCTED VIA  
 OPEN BOOK  
 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

**TERBUKA**

CONFIDENTIAL

**Q1.** (a) Define collegiality.

(2 marks)

(b) State eight (8) key aspects of effective communication concerning collegiality.

(8 marks)

(c) Discuss what you understand with the terms below that contribute towards establishing a collegial working environment.

(i) Empathy

(3 marks)

(ii) Parity

(2 marks)

(iii) Clarity

(2 marks)

(d) Determine whether the scenario below is COLLEGIAL or NON-COLLEGIAL.

(i) A team of colleagues coming together to make important decisions collectively, considering each member's input and expertise. They engage in open discussions, share ideas, and work towards consensus to achieve the best outcome for the team or project.

(1 mark)

(ii) Colleagues celebrate successes and achievements as a team, acknowledging individual contributions and milestones. Whether it's reaching a project milestone, winning an award, or surpassing a goal, they come together to recognize and appreciate each other's efforts.

(1 mark)

(iii) A situation where certain team members withhold important information or resources from their colleagues, making it difficult for them to perform their tasks effectively. This lack of transparency can create tension and hinder collaboration within the team.

(1 mark)

(iv) A workplace where cliques form among employees, leading to exclusion and favoritism. This can create an atmosphere of divisiveness and distrust, making it challenging for others to feel included or contribute to the team's goals.

(1 mark)

- (v) Departments or teams from different areas of the organization collaborate on projects or initiatives, pooling their resources and expertise to achieve common objectives. This encourages teamwork, breaks down silos, and fosters a culture of cooperation across the organization. (1 mark)
- (vi) A scenario where a manager excessively monitors and controls their team members' work, without giving them autonomy or trust to make decisions independently. This can lead to frustration, demotivation, and a lack of creativity among employees. (1 mark)
- (vii) Experienced colleagues willingly share their knowledge, skills, and insights with newer or less experienced team members. They offer guidance, mentorship, and support, helping others to learn and grow professionally within the organization. (1 mark)
- (viii) A scenario where one colleague consistently undermines the efforts or ideas of their coworkers. This could involve taking credit for others' work, spreading rumors or gossip, or publicly criticizing their colleagues in meetings or other forums. (1 mark)

**Q2.** (a) Define collaboration.

(3 marks)

(b) State four (4) checklist of good teamwork.

(4 marks)

(c) Explain three (3) emergent characteristics of collaboration.

(6 marks)

(d) Figure out how should a professional respond when all the individuals on a team are attempting to collaborate, but one individual undermines their attempt.

(6 marks)

(e) Explain three (3) examples of activities or achievements that you write in your resume showing that you are a good collaborator.

(6 marks)

- Q3.** (a) Define communication. (3 marks)
- (b) Explore the two (2) concepts of communication below with an example.
- (i) Continuous feedback (3 marks)
- (ii) Messages are multichannel (3 marks)
- (c) Explain with an example the three (3) types of communication. (9 marks)
- (d) From your answer in Q3(b), state the best type of communication. Justify your answer. (3 marks)
- (e) Define in details interpersonal communication. (4 marks)
- Q4.** (a) Define reactive and proactive problem-solving. Give an example for each. (4 marks)
- (b) Discover three (3) situations where you need to reconsider your initial decision on problem-solving. (3 marks)
- (c) Demonstrate five (5) steps for interpersonal problem-solving. (10 marks)
- (d) Discover four (4) ways of using statements to confirm or clarify information. (8 marks)

**-END OF QUESTIONS -**