

FINAL EXAMINATION

Semester	:	JANUARY 2026 SEMESTER
Programme Name	:	DIPLOMA IN BUSINESS STUDIES
Course Code & Name	:	DBPR4023 PERSONAL DEVELOPMENT SKILLS
Duration	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. The question paper consists of **FOUR (4)** questions.
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 3 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

Answer **ALL** questions on the separate sheet provided.

[100 marks]

1. a) Define assertiveness. What happened when you are assertive? (3 marks)
- b) State **SEVEN (7)** elements of speech communication process. (7 marks)
- c) Discuss **FIVE (5)** methods to handle situation involving difficult colleagues. You need to include **ONE (1)** example for each method. (15 marks)
Total: [25 marks]
2. a) What is critical thinking? Explain and provide **TWO (2)** related examples. (5 marks)
- b) Show and describe Ishikawa's "Fishbone Diagram" (8 marks)
- c) Compare strong work ethics and poor work ethics by constructing a table to show **FOUR (4)** differences with suitable example for each. (12 marks)
Total: [25 marks]

3.

Case Study: Improving Team Performance at Work

Riya is a newly appointed team leader in a small IT company. Her team is responsible for completing a software project within three months. After the first month, Riya notices that the team is missing deadlines, communication among members is poor, and some employees are blaming each other for mistakes. As a result, the project quality is suffering, and the client has expressed dissatisfaction.

Riya wants to handle the situation effectively by using a proper **problem-solving process**. She decides to identify the real causes of the problem, consider possible solutions, and take corrective actions to improve team performance and ensure timely completion of the project.

- a) Show **FOUR (4)** problems faced by Riya and explain the first step she should take in the problem-solving process. (12 marks)
- b) Explain **TWO (2)** possible solutions Riya can consider solving the problem. (8 marks)

- c) What is the final step Riya should implement to solve the issue? You need to include explanation. (5 marks)
Total: [25 marks]

4.

Emotional Intelligence:

- Is the ability to recognize, understand and influence the emotions of others.
- It's about being smart of other's feelings.

Based on the above statement , answer the following:

- a) Explain **FIVE (5)** key elements of emotional intelligence. (10 marks)
- b) Show **FIVE (5)** ways to develop emotional intelligence with example. (10 marks)
- c) How can you manage emotions for better decision making? Develop **TWO (2)** ways with suitable example. (5 marks)
Total: [25 marks]

- END OF QUESTIONS -