

CONFIDENTIAL

DECEMBER 2025/SET A/CCM1013



FINAL EXAMINATION

DIPLOMA IN CORPORATE COMMUNICATION

COURSE : INTRODUCTION TO HUMAN COMMUNICATION

COURSE CODE : CCM1013

DURATION : 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (4 questions)
: PART B (1 question)
2. Answer ALL questions from PART A and PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

**MYKAD/
PASSPORT NO.**

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LECTURER

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SECTION

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DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 3 printed pages including the front page

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PART A: SHORT ESSAY

Instruction: Answer ALL the following questions.

1. The self-fulfilling prophecy is fundamentally rooted in perception. Define and explain **FOUR (4)** steps of self-fulfilling prophecy. Provide example to support your answers.
(10 marks)
2. Listening is a fundamental and critical part of human communication. Define listening and explain **FOUR (4)** styles of listening.
(10 marks)
3. Non-verbal communication plays a crucial role in human interaction, often expressing more than spoken language. State **FIVE (5)** categories of non-verbal and provide example to support your answers.
(10 marks)
4. Workplace culture have their own rituals, norms, and rules for communicating. When join the organization, we will learn the rules and norms of a culture different from. Explain **TWO (2)** types of workplace relationship and provide example to support your answers.
(10 marks)

(TOTAL: 40 MARKS)

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PART B: LONG ESSAY

Instruction: Answer the following question.

1. Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions. There are many ways that a group can make a final decision, decide on a solution, or come to agreement. Explain **FIVE (5)** styles of decision making and provide example to support your answers.

(20 marks)

(TOTAL: 20 MARKS)

(TOTAL: 60 MARKS)

END OF QUESTION PAPER

