

MIDTERM EXAMINATION

Spring 2009

MGMT611- Human Relations (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Field of Human Relations concentrate on which of the following?

Provides ways to get information about people's private lives

Shows management how to get what they want from their employees

Applies specific techniques for dealing with all employees in the same way

Studies individuals and groups in organizations

Ref: Page 1 , Lesson -1

This subject focuses on the systematic analysis of human behavior, preventing conflict, and resolution of behavioral problems.

The subject can help in the development of interpersonal relations and produce those abilities which promote good working relations with people at work and also in personal life. This course aims to develop the abilities to resolve conflicts amicably and to address the various interpersonal issues congenially

Question No: 2 (Marks: 1) - Please choose one

A social group towards which an individual feels loyalty and respect called:

Secondary group

Reference group

Out-group

In-group

Page 13) In-group

• An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group.

Question No: 3 (Marks: 1) - Please choose one

All of the following are the characteristics of a secondary group

EXCEPT:

Long-lasting relationships

Impersonal relations

Large in size

Specific interest

Long-lasting relationships is characteristic of primary group

Page 13) Primary groups

• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.

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Question No: 4 (Marks: 1) - Please choose one

Which one of the following is NOT the ethical behavior that is usually practiced?

Punishment

Reporting

Detection

Prevention

Question No: 5 (Marks: 1) - Please choose one

Knowledge or intellectual beliefs are _____ components of attitude.

Cognitive

Behavioral

Social

Positive

Question No: 6 (Marks: 1) - Please choose one

Ali understands the importance of developing an action plan in goal setting to:

Describe a method for reaching or achieve the goal

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Regulate the difficulty of the goal

Page 20) An action plan is needed to achieve goals.

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Question No: 7 (Marks: 1) - Please choose one

A realistic goal is one that:

Includes money as well as happiness
Is relatively easy to attain
Matches the employer's desires
Regulates the right amount of challenge

Set Realistic Goals: A realistic goal represents the right amount of challenge for the person pursuing the goal

Question No: 8 (Marks: 1) - Please choose one
A key characteristic of self-disciplined people is that they:
Impose punishment and suffering on themselves
Rebel against goals set by management
Find very little joy in working
Work toward attaining goals without being distracted

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Question No: 9 (Marks: 1) - Please choose one
A person makes a decision when he or she:
Chooses one alternative from several
Faces a crisis
Identifies a gap between the real and the ideal
Engages in rigid efforts

Page 22) Decision making to solve a problem means selecting one alternative from the various alternative solutions that can be pursued.

Question No: 10 (Marks: 1) - Please choose one
The characteristics of creative workers include:
Personality
Intellectual abilities
All of the given options
Knowledge

Page 23) Following are the characteristics of the creative workers
1. Knowledge
2. Intellectual Abilities
3. Personality

Question No: 11 (Marks: 1) - Please choose one

The saying, “Necessity is the mother of invention,” emphasizes the contribution of

_____ to creativity.

Intrinsic motivation

Environmental conditions

Certain mental activities

Capability

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Question No: 12 (Marks: 1) - Please choose one

During electronic brainstorming, suggestions from group members are:

Stored in a file for review at a later time

Entered into the computer and seen by other group members

Edited automatically for spelling and grammar

Processed through the cellular phone

Page 26) 1.Electronic Brainstorming. In electronic brainstorming, group members simultaneously enter their suggestions into a computer, and members can still build on each other's ideas.

Question No: 13 (Marks: 1) - Please choose one

Ali plays the roles of explorer, artist, judge and lawyer. He is working for:

Collecting as much evidence as you can before offering a suggestion

Judging whether an idea has merit

Getting creative idea implemented

Searching through documents for a good idea

Page 26) Improving creativity

8. Play the roles of explorer, artist, judge, and lawyer

Question No: 14 (Marks: 1) - Please choose one

Which one of the following attitude is a tendency to act in such a way that one's

behavior works against his/her own interests.

Abnormal

Emotional

Self-defeating

Self-praising

Page 27) Self-defeating attitude is a tendency to act in such a way that one's behaviour works against his/her own interests, either intentionally or unintentionally.

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Question No: 15 (Marks: 1) - Please choose one

Hostile relationships between two people are based on differences in:

Personal attributes

Preferences

Interests, values and styles

All of the given options

Defines a hostile relationship between two individuals where the individuals argue on major issues and feel heightened stress and aggression when they are together.

.Question No: 16 (Marks: 1) - Please choose one

What kind of personality verbally and sometimes physically attacks others

frequently?

Aggressive

Constructive

Dynamic

Persuasive

Page 31) Aggressive personalities are people who verbally, and sometimes physically, attack others frequently.

Question No: 17 (Marks: 1) - Please choose one

All of the following are suggested techniques for overcoming communication

barriers when using presentation technology EXCEPT:

Reveal points ahead of time before they are needed

Synchronize the slides with your comments

Keep the slide in view until the audience gets the point

Talk to the audience not to the screen

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Question No: 18 (Marks: 1) - Please choose one Tendency to seek and enjoy social relationships with others called:

Sociability

Hostility

Resentment

Supremacy

Page 42) • Sociability: Tendency to seek and enjoy social relationships with others

Question No: 19 (Marks: 1) - Please choose one To develop Asma's self confidence she should:

Learn to rely mostly on intuition

Develop a base of knowledge for problem solving

Use enough negative self-talk to appear humble

Downplay acquiring a lot of facts

Page 47) A bedrock strategy for projecting self-confidence is to develop a base of knowledge that enables a person to

provide sensible alternative solutions to problems

Page 44) Self-confidence is a product of gaining and using knowledge to do things.

Question No: 20 (Marks: 1) - Please choose one

Ahmad communicates clearly and convincingly disarms conflicts to builds strong

personal bonds. Ahmad is very good in:

Musical intelligence

Choosing easy projects to avoid conflict

Delegating

Relationship Management correct

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Question No: 21 (Marks: 1) - Please choose one

Which of the following is/are considered to be characteristics of a charismatic leader?

Vision

Passion, enthusiasm and excitement

Sense of humor

All the characteristics included

Page 51) Charisma:

a. Vision. Effective leaders create a visual image of where the organization, or unit, is headed.

Effective

leaders project ideas and images that excite people, and therefore inspire employees to do their best.

b. Passion, Enthusiasm, and Excitement. Because of their contagious excitement, charismatic leaders stimulate group members. Enthusiasm helps build good relationships with team members, and

excitement is contagious. The leader can express enthusiasm verbally and nonverbally through gestures,

nonsexual touching, and so forth.

c. Sense of Humor:

Humor is a component of charisma, and a contributor to leadership effectiveness. Humor helps leaders

influence people by reducing tension, relieving boredom, and defusing anger. The most effective form of

humor is tied to the situation rather than telling rehearsed jokes.

Question No: 22 (Marks: 1) - Please choose one

As a result of _____, people overestimate the probability that a given member of a group will have an attribute of his or her category.

Stereotypes

Discrimination

Prejudice

Bias

Page 59) As a result of stereotypes, people overestimate the probability that a given member of a group will have an attribute of his/her category.

Question No: 23 (Marks: 1) - Please choose one

Ali has high-cultural sensitivity, so he is likely to:

Regard people from different cultures as pretty much the same

Be too sensitive to criticism from people from different cultures

Recognize non verbal communications among cultures

Overlook nuances in customs among cultures

Develop Cultural Sensitivity:

To relate well to someone from a foreign country, a person must be alert to possible cultural differences.

Cultural sensitivity is an awareness of and a willingness to investigate the reasons why people of another

culture act as they do. A person with cultural sensitivity will recognize certain nuances in customs that will

help build better relationships from cultural backgrounds other than his or her own. Raise your antenna and

observe carefully what others are doing.

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Question No: 24 (Marks: 1) - Please choose one

Which of following is NOT one of the suggested techniques for overcoming crosscultural communication barriers?

Listen for understanding. Not agreement

Use commonly accepted business jargons

Observe culture differences and etiquette

Be alert to cultural differences in customs and behavior

Page 61) More steps to improve Cultural Relations:

. Be alert to cultural differences in customs and behavior.

. Use straightforward language and speak slowly and clearly.

. When the situation is appropriate, speak in the language of the people from another culture. If you speak a

few words in the language of others it will leave a good impression on him/her

. Observe cultural differences in manners/customs.

. Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for

“OK” is particularly hazardous.)

. Do not be diverted by style, accent, grammar, or personal appearance.

. Listen for understanding, not for agreement or disagreement.

. Be attentive to individual differences in appearance.

Question No: 25 (Marks: 1) - Please choose one

A recommended technique for overcoming cross-cultural communication barriers is

to:

Use straightforward language and speak slowly and clearly

De-emphasize nonverbal communication
Insist on a common code of etiquette
Place considerable weight on the sender's appearance

Page 61) More steps to improve Cultural Relations:

- . Be alert to cultural differences in customs and behavior.
- . Use straightforward language and speak slowly and clearly.
- . When the situation is appropriate, speak in the language of the people from another culture. If you speak a few words in the language of others it will leave a good impression on him/her
- . Observe cultural differences in manners/customs.
- . Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for "OK" is particularly hazardous.)
- . Do not be diverted by style, accent, grammar, or personal appearance.
- . Listen for understanding, not for agreement or disagreement.
- . Be attentive to individual differences in appearance.

Question No: 26 (Marks: 1) - Please choose one

A person with a strong work ethics is likely to do all but prefer:

- Perform well on even minor tasks
- Get projects completed on time
- Ask a coworker to handle free-floating responsibility
- Assume personal responsibility for problems

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Question No: 27 (Marks: 1) - Please choose one

A performance standard is a statement of what:

- You must do to get a raise
- The worker must do to retain a job
- You hope to accomplish on the job
- Constitutes acceptable performance

Page 65) A performance standard is a statement of what constitutes acceptable Performance

Question No: 28 (Marks: 1) - Please choose one

Which of the following is suggested way of being a team player?

- Maintain honest and open relationships
- Follow the golden rule

Make other people feel important
The entire above are suggested ways

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

Question No: 29 (Marks: 1) - Please choose one

Which of following is suggested technique for uplifting ones self-confidence?

Strive for peak performance

Use negative visual imagery

Use negative self-talk

Develop a solid knowledge base

Steps to build self-confidence:

These are certain steps which can be followed to build up self-confidence

Write down Personal Assets and Achievements:

- Develop a Solid Knowledge Base:
- Use positive self talk;
- Avoid Negative Self-Talk;
- Use Positive Visual Imagery;
- Strive for Peak Performance;
- Bounce Back from Setbacks and Embarrassments;
- Get Past the Emotional Turmoil;
- Find a Creative Solution to Your Problem;

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Question No: 30 (Marks: 1) - Please choose one

Bouncing back from setbacks and embarrassments is often referred as

_____.

Resilience

Jumping
Helping
Driving

Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient. Do not take set backs personally.

Question No: 31 (Marks: 5)

Ferhat is very much worried now a days because of some personal problems. Being a student of Human Relations, give her any five tips to solve problems creatively.

Question No: 32 (Marks: 10)

Variety of approaches can lead to constructive relationship with an immediate senior. How will you impress your manager in your professional life? Describe any five approaches.

HRM611 mid term fall 2009

Question No: 1 (Marks: 1) - Please choose one

Which one of the following is the process of focusing on the stimuli that are important, large and intense?

- ▶ Retrieve information
- ▶ Positive reinforcement
- ▶ Overt perception
- ▶ Perceptual selection

Question No: 2 (Marks: 1) - Please choose one

All are the characteristics of the group EXCEPT:

- ▶ Share common goals
- ▶ One sided interaction

- ▶ Belonging to the group
- ▶ Define themselves as members

Page 12) Characteristics of Groups

The following statements are characteristics of the groups.

- ☐ Its members share common goals.
- ☒ They engage in frequent interaction.
- ☐ They define themselves as members.
- ☐ They are defined by others as belonging to the group.
- ☒ They feel the group to be rewarding

Question No: 3 (Marks: 1) - Please choose one

People of a religious sect, neighborhood, same caste and same profession are members of:

- ▶ In group
- ▶ Out group
- ▶ Emergent group
- ▶ Secondary group

Page 13) In-group

• An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group. This loyalty often manifests itself as an ingroup bias. Commonly encountered ingroups include family members, people of the same race or religion.

Question No: 4 (Marks: 1) - Please choose one

A good contributor to positive attitudes is:

- ▶ Pessimism
- ▶ Optimism
- ▶ Being a millionaire
- ▶ Low job satisfaction

Question No: 5 (Marks: 1) - Please choose one

According to the need theory of motivation, unsatisfied needs motivate us until they:

- ▶ Become satisfied
- ▶ Become frustrated
- ▶ Lead to working hard
- ▶ Lead to self-esteem

Page 19) Personal needs and wants motivate people until these are satisfied

Question No: 6 (Marks: 1) - Please choose one

A major purpose of feedback is to tell a person:

- ▶ How well he or she communicates the true self
- ▶ How well he or she has performed
- ▶ The difference between right and wrong
- ▶ When it is time to enhance self-esteem

Page 54) Give Frequent Feedback on Performance:

Feedback is informational and rewarding. Effective leaders inform employees how they can improve and praise them for things done right. Feedback is an informal kind of reward which encourages the employees or workers.

Question No: 7 (Marks: 1) - Please choose one

A person who develops a strong work ethic will automatically:

- ▶ Be strongly motivated
- ▶ Be qualified for a supervisory position
- ▶ Behave in a highly ethical manner
- ▶ Develop a learning-goal orientation

Develop a strong work ethic: If you are committed to the idea that most work is valuable and that it is joyful to work hard, you will automatically become strongly motivated.

Question No: 8 (Marks: 1) - Please choose one

People most likely to be creative when they are motivated primarily by the:

- ▶ Potential financial reward for being creative
- ▶ Satisfaction and challenge of the work itself
- ▶ Fear of job loss for not being creative
- ▶ Opportunity to obtain creative idea

Question No: 9 (Marks: 1) - Please choose one

Intrinsic motivation contributes to creativity because it:

- ▶ Satisfies the need for recognition and other awards
- ▶ Helps the problem-solver conform to the right way of thinking
- ▶ Provides the facts needed for creativity
- ▶ Enables the problem-solver to streamline the task

Question No: 10 (Marks: 1) - Please choose one

All of the following are examples of self defeating behaviors EXCEPT:

- ▶ Fear of intimacy
- ▶ Fear of rejection
- ▶ Losing temper
- ▶ Proactive

Question No: 11 (Marks: 1) - Please choose one

A person can get benefit from criticism to overcome self defeating attitude by:

- ▶ See yourself at a distance
- ▶ Ask for clarification and specifics
- ▶ Decide on a response
- ▶ All of the given options

Question No: 12 (Marks: 1) - Please choose one

Unwanted behaviors between males and females at workplaces defined as:

- ▶ Gender-based harassment
- ▶ Gender discrimination
- ▶ Gender bias
- ▶ Harassment

Question No: 13 (Marks: 1) - Please choose one

Conflict at work place and family can reduce through all of the following EXCEPT:

- ▶ Flexible work schedules
- ▶ Dependent-care programs
- ▶ Compassionate attitudes toward individual needs
- ▶ Conservative attitude

Question No: 14 (Marks: 1) - Please choose one

When working to achieve a win-win solution to a conflict, it is most effective to use:

- ▶ Competition
- ▶ Confrontation and problem solving
- ▶ **Compromise**
- ▶ Forcing

Question No: 15 (Marks: 1) - Please choose one

The most recommended way of resolving conflict is _____ and problem-solving.

- ▶ Confrontation
- ▶ Competition
- ▶ Forcing
- ▶ **Compromise**

Question No: 16 (Marks: 1) - Please choose one

All of the following are barriers to effective communication EXCEPT:

- ▶ **Feedback**
- ▶ One-way communication
- ▶ Different interpretation of words
- ▶ Mixed signal from sender

Question No: 17 (Marks: 1) - Please choose one

All of the following are suggestions for improving your listening skills EXCEPT:

- ▶ sympathize with the speaker
- ▶ **empathize with the speaker**
- ▶ Maintain eye contact with the speaker
- ▶ Paraphrase the speaker

Question No: 18 (Marks: 1) - Please choose one

The flow of information with people on the same level in an organizational hierarchy called:

- ▶ Vertical communication
- ▶ **Horizontal communication**
- ▶ Grapevine communication
- ▶ Network communication

Question No: 19 (Marks: 1) - Please choose one

Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:

- ▶ Musical intelligence
- ▶ Choosing easy projects to avoid conflict
- ▶ Delegating
- ▶ Relationship management

Question No: 20 (Marks: 1) - Please choose one

A manager who shows consistency between his or her words and actions develops a reputation for:

- ▶ Self-confidence
- ▶ Walk the talk
- ▶ Emotional intelligence
- ▶ High energy

Question No: 21 (Marks: 1) - Please choose one

A typical act of a servant leader should be to:

- ▶ Work for a salary no higher than that of group members
- ▶ Expect group members to act like his or her personal servant
- ▶ Ask group members what they want to achieve
- ▶ Volunteer to do custodial work for the department

Page 54) Be a Servant Leader:

A humanitarian approach to leadership is to be a **servant leader**, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.

Question No: 22 (Marks: 1) - Please choose one

The number of hours of vacation the members of a cultural group think is reflected in:

- ▶ Work orientation versus leisure orientation
- ▶ High context versus low-context culture
- ▶ Formality versus informality
- ▶ Urgent time orientation versus casual time orientation

Question No: 23 (Marks: 1) - Please choose one

Religious diversity is most likely to affect workplace behavior because

religious practices sometimes influence:

- ▶ Which hours and days people are willing to work correct
- ▶ Which gender a person is willing to work with
- ▶ Whether or not a person will accept a salary increase
- ▶ Whether employees demand a place of worship on company premises

Question No: 24 (Marks: 1) - Please choose one

Assume that you want to start a good working relationship with a person from a high-context culture, which of the following would be an effective strategy?

- ▶ Use nonverbal communication channels and body language extensively to communicate
- ▶ Provide written communication so that your proposal is formally presented
- ▶ Don't be concerned about building a relationship
- ▶ Be very conscious of time, rush to get started

Question No: 25 (Marks: 1) - Please choose one

A person with a strong work ethics:

- ▶ Has a firm belief in the dignity and value of work
- ▶ Will generally be willing to work for low wages
- ▶ Is more ethical on the job than at home
- ▶ Prefers being ethical to working hard

Question No: 26 (Marks: 1) - Please choose one

A performance standard is a statement of what:

- ▶ You hope to accomplish on the job
- ▶ Constitutes acceptable performance
- ▶ You must do to get a raise
- ▶ The worker must do to retain a job

Page 65) A **performance standard** is a statement of what constitutes acceptable Performance

Question No: 27 (Marks: 1) - Please choose one

A surgical nurse brings her complaint directly to the top administrator of the hospital. She is, therefore, violating the tactic called:

- ▶ Learn from your boss's mistakes
- ▶ Stay in touch
- ▶ Recognize that your boss has problems too
- ▶ Avoid bypassing your manager

Question No: 28 (Marks: 1) - Please choose one
Which of the following is suggested way of being a team player?

- ▶ Maintain honest and open relationships
- ▶ Follow the golden rule
- ▶ Make other people feel important
- ▶ The entire above are suggested ways

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory

Question No: 29 (Marks: 1) - Please choose one
An employee who wants to be a good team player should:

- ▶ Avoid giving information and opinions to others
- ▶ Avoid asking for favors from other team members
- ▶ Keep jokes to himself or herself
- ▶ Provide emotional support to group members

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

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3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.

9. Share the glory

Question No: 30 (Marks: 1) - Please choose one

All of the following are behaviors and skills of effective leaders EXCEPT:

- ▶ Practicing strong ethics
- ▶ Setting medium expectations for employees
- ▶ Developing partnerships with people
- ▶ Asking the right questions

Question No: 31 (Marks: 1) - Please choose one

The experience of feeling competent to cope with the basic challenges in life and being worthy of happiness is known as:

- ▶ Self-esteem
- ▶ Arrogance
- ▶ Wishful thinking
- ▶ Self efficacy

Question No: 32 (Marks: 1) - Please choose one

Self-respect is another component of self-esteem. This refers to how you think and feel about yourself. A person with high self-esteem would also have high self-respect and could be expected to exhibit which of the following behaviors?

- ▶ Become highly self absorbed with personal matters
- ▶ Focus on the needs of others
- ▶ Stay in relationships where they are mentally or physically abused
- ▶ Beg others for things that could be obtained from their own efforts

Question No: 33 (Marks: 1) - Please choose one

We know that the communication cycle completes only when the _____ step has been taken.

- ▶ Action
- ▶ Decoding
- ▶ Ideation
- ▶ Encoding

Question No: 34 (Marks: 1) - Please choose one

While setting a goal, a person with high self-efficacy is likely to:

- ▶ Avoid goal setting
- ▶ Set very low goals

- ▶ Think that more goals are realistic
- ▶ Think that fewer goals are realistic

Question No: 35 (Marks: 1) - Please choose one

Robina has the ability to find relevant information, to find connections between the old and the new to see the “big picture.” Robina has:

- ▶ Problems
- ▶ A strong personality
- ▶ Insight
- ▶ A lack of concern for details

Question No: 36 (Marks: 1) - Please choose one

A person is communicating about himself or herself in public, he/she is showing:

- ▶ Self-concept
- ▶ Perceived self
- ▶ Private self
- ▶ Projected self

Page 01) 2. Projected Self: What the person would like to project in public.

Question No: 37 (Marks: 1) - Please choose one

Which type of personality is commonly associated with stress?

- ▶ Type A
- ▶ Type B
- ▶ Inner directed
- ▶ Traditional

2. Type B

The Type B personality is the opposite of Type A which is commonly associated with stress and is usually

liked by the organizations today.

Question No: 38 (Marks: 1) - Please choose one

Ali was working in a technical department; his manager transferred him to purchase department on better package for enhancing profitability of the organization due to his hard work. It shows what kind of situation?

- ▶ Lose-lose
- ▶ Win-win
- ▶ Lose-win
- ▶ Win-lose

Question No: 39 (Marks: 1) - Please choose one

Ali, supervisor of assembly line, receives an order from the production manager. This is an example of:

- ▶ Informal communication
- ▶ Downward communication
- ▶ Lateral communication
- ▶ Circular communication

Question No: 40 (Marks: 1) - Please choose one

Bouncing back from setbacks and embarrassment is often referred as:

- ▶ Resilience
- ▶ Jumping
- ▶ Helping
- ▶ Driving

Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient.

Question No: 41 (Marks: 5)

Discuss in detail any two barriers to communication.

Question No: 42 (Marks: 5)

How your self perception emerges out of your relations with others like your family and friends? Discuss with two examples. (2.5+2.5)

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MIDTERM EXAMINATION

Spring 2009

MGMT611- Human Relations (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Ahmad is studying Human Relations in university. Which one of the following benefits he will gain after studying this course?

- Ability to manipulate others
- Effectiveness in dealing with people

Sales techniques

Appreciation of people

Question No: 2 (Marks: 1) - Please choose one

Which one of the following is a sum total of habits, traits and characteristics of an individual?

Group

Sub-group

Personality

Attitude

Page 05) Personality is a sum total of habits, traits, characteristics of an individual. It is actually a force or power to do things

Question No: 3 (Marks: 1) - Please choose one

Amir is going to another country where he is facing the stress of cultural differences, what kind of demands are the reasons of his stress?

Societal demands

Situational demands

Organizational demands

Social demands

Page 06) **Situational demands:**

Stress merges out of expectations, situational expectations, cultural expectations, organizational expectations, and family expectations all these expectations make you work. If you work according to the

situation there should be no stress. Suppose if a person from Pakistani culture travels to Europe, there are different expectations of that society for you to act in a particular way. Your training, potential, socialization

is from your Pakistani culture but the demands of the immigrant society are different. You do not know the

every day routines and norms of that society and the demands and expectations of that society are different.

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Question No: 4 (Marks: 1) - Please choose one Waleed feels that he is good, strong and best, it is his self _____ about himself.

Worth

Perception

Love

Esteem

Self worth is related to work and ability. Self Perception is related to psychological issues, so the correct answer is Self Worth.

Question No: 5 (Marks: 1) - Please choose one

Minimum persons required for a group are:

Four

Three

Two

Five

Page 12) So a group/team is “two or more people interacting to achieve an objective”

Question No: 6 (Marks: 1) - Please choose one

A social group towards which an individual feels loyalty and respect called:

Secondary group

Reference group

Out-group

In-group

Page 13) In-group

• An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group. This

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Question No: 7 (Marks: 1) - Please choose one

Strong and intimate relations are found in:

Primary group

Secondary group

Formal group

Informal group

Page 13) Primary groups

• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.
• Expressive needs intimacy, companionship and emotional support, provided by primary groups.

Question No: 8 (Marks: 1) - Please choose one

Which one of the following influences the behavior of the individuals?

Attitude

Sensation

Personality

Emotions

Personality:

Personality is the product of a culture to do different things in different situations

Question No: 9 (Marks: 1) - Please choose one

Which one of the following approach focus on changing the way people think about an entity or object?

Cognitive

Social

Behavioral

Social and behavioral

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Page 17) Cognitive approaches focus on changing the way people think about an entity or object.

Question No: 10 (Marks: 1) - Please choose one

Three of the key elements to ask questions when identifying the root cause of a problem are:

Effects, consequences and results

Machines and facilities, attitudes and motivations

Qualitative, quantitative and neutral factors

People, materials and methods

Question No: 11 (Marks: 1) - Please choose one

The accumulation of knowledge contributes to creativity because knowledge:

Can be substitute for intuition

Supplies the building blocks for generating and combining ideas

Prevents too much mental flexibility

Allows for the development of a traditional mental set

Page 24) 1. Knowledge. Creative thinking requires a broad background of information, including facts and observations. Knowledge supplies the building blocks for generating and combining ideas.

Question No: 12 (Marks: 1) - Please choose one

A vertical thinker looks for one best solution to a problem. In contrast, a(n) _____ seeks to find many possible solutions to a problem.

Lateral thinker

Intelligent thinker

Emotionally intelligent person

Environmental thinker

Page 25) Discipline yourself to think laterally

Vertical thinking is an analytical, logical process that results in few answers.

In contrast, lateral thinking spreads out to find many different alternative solutions to a problem.

Critical thinking is vertical, and creative thinking is lateral.

Question No: 13 (Marks: 1) - Please choose one

Which of the following drug, dulls the senses, facilitates sleep and is addictive with long-term use?

Narcotic

Depressants

Drug abuse

Stimulants

Page 29

a. Narcotics. A narcotic is a drug that dulls the senses, facilitates sleep, and is addictive with long-term use.

Question No: 14 (Marks: 1) - Please choose one

Which one of the following is NOT the way to cope with the loss of a relationship?

Pamper yourself

Get emotional support

Give yourself time to heal

Lag behind positive outcome

Page 29) COPING WITH THE LOSS OF A RELATIONSHIP:

- Be thankful for the good in the relationship

- Find new outlets for spare time

- Get ample rest and relaxation

- Pamper yourself

- Get emotional support

- Get out and go places

- Give yourself time to heal

- Anticipate a positive outcome

- Totality of relationship is not bad

Question No: 15 (Marks: 1) - Please choose one

In communication process, *noise* refers to:

The voice quality of both the sender and receiver

Conversations between sender and receiver

Anything that distorts or blocks a message

The background sounds that take place during the message

Page 39) Noise, or unwanted interference, can occur at any step in the communication process.

Question No: 16 (Marks: 1) - Please choose one

One of the major benefit of high self-esteem is:

Increased worker involvement on teams

Good mental health

Increased absenteeism

Decreased complaints from unionized workers

Question No: 17 (Marks: 1) - Please choose one

Saba understands that positive visual imagery boosts self-confidence because the person:

Imagines being in control of a situation

Forms an image of what went wrong in the past

No longer has to prepare for fight

Visualizes asking the right questions

Page 47) Again, visualization is important for acquiring human relations skills. Positive visual imagery is picturing a positive outcome in one's mind. The technique is effective for gaining control of an upcoming challenging situation.

Question No: 18 (Marks: 1) - Please choose one

Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:

Musical intelligence

Choosing easy projects to avoid conflict

Delegating

Relationship management

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Question No: 19 (Marks: 1) - Please choose one

Salma lies and misrepresents facts, she disclose confidential information to others to promote herself, she has a problem with:

Charisma

Empathy

Cognitive skills

Ethics

Question No: 20 (Marks: 1) - Please choose one

A typical act of a servant leader should be to:

Work for a salary no higher than that of group members

Expect group members to act like his or her personal servant

Ask group members what they want to achieve

Volunteer to do custodial work for the department

Page 54) Be a Servant Leader:

A humanitarian approach to leadership is to be a **servant leader**, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.

Question No: 21 (Marks: 1) - Please choose one

Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:

Which gender a person is willing to work with

Whether or not a person will accept a salary increase

Whether employees demand a place of worship on company premises

Which hours and days people are willing to work

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Question No: 22 (Marks: 1) - Please choose one

A recommended technique for overcoming cross-cultural communication barriers is to:

Use straightforward language and speak slowly and clearly

De-emphasize nonverbal communication

Insist on a common code of etiquette

Place considerable weight on the sender's appearance

Page 61) More steps to improve Cultural Relations:

. Be alert to cultural differences in customs and behavior.

. Use straightforward language and speak slowly and clearly.

. When the situation is appropriate, speak in the language of the people from another culture. If you speak a

few words in the language of others it will leave a good impression on him/her

. Observe cultural differences in manners/customs.

. Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for

“OK” is particularly hazardous.)

. Do not be diverted by style, accent, grammar, or personal appearance.

. Listen for understanding, not for agreement or disagreement.

. Be attentive to individual differences in appearance.

Question No: 23 (Marks: 1) - Please choose one

A person with a strong work ethics is likely to do all but prefer:

Perform well on even minor tasks

Get projects completed on time

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

Question No: 24 (Marks: 1) - Please choose one

Saba is referred to as a *micromanager* because she is a manager who:

Carefully monitors the work of group members

Has responsibility for small computers in the office

Enjoys punishing group members for small mistakes

Gives group members too much freedom

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Question No: 25 (Marks: 1) - Please choose one

Which of the following is suggested way of being a team player?

Maintain honest and open relationships

Follow the golden rule

Make other people feel important

The entire above are suggested ways

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

1. Share credit with co-workers.

2. Display a helpful, cooperative attitude.

3. To establish trust, keep confidential information private and give honest opinions.

4. Share information and opinions with co-workers.

5. Provide emotional support to co-workers.

6. Follow the golden rule (It means try to treat others the way you like to be treated by others)

7. Avoid actions that could sabotage or undermine the group in any way.

8. Attend company-sponsored social events.

9. Share the glory.

Question No: 26 (Marks: 1) - Please choose one

Which of the following is the best example of a cultural norm?

The average height of adults

Respect for elder people

Focus on non verbal communication

The age of the civilization

Question No: 27 (Marks: 1) - Please choose one

Which of the following is NOT one of the suggestions for becoming more charismatic?

Be emotionally expressive and warm

Avoid being candid

Be self promoting

Be willing to take personal risks

Question No: 28 (Marks: 1) - Please choose one

Bouncing back from setbacks and embarrassments is often referred as

Resilience

Jumping

Helping

Driving

Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient

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Question No: 29 (Marks: 1) - Please choose one

Companies who have an educated workforce and workers have high self-esteem and are likely to exhibit increased:

Behaviors that lead to a competitive advantage

Stress levels

Wages and salary costs

Turnover and absenteeism

Question No: 30 (Marks: 1) - Please choose one

Ahmad is very much outspoken, use gestures and facial expressions while communicating with others. He has which type of communication style?

Emotive

Directing

Reflective

Versatility

Page 42) **Basic communication styles**

Emotive: Tends to express high emotional opinions. Outspoken, use gestures and facial expressions.

Question No: 31 (Marks: 5)

How your self perception emerges out of your relations with others like your family and friends? Discuss with two examples. (2.5+2.5)

Question No: 32 (Marks: 10)

Describe any four steps that help you to build up self confidence. (2.5+2.5+2.5+2.5)

**MGMT611- Human Relations (alt. code=HRM611(Session - 4)
Midterm Spring 2010**

Question No: 1 (Marks: 1) - Please choose one

The characteristics of creative workers include:

- ▶ Knowledge
- ▶ Intellectual abilities
- ▶ All of the given options
- ▶ Personality

Question No: 2 (Marks: 1) - Please choose one

A vision in leadership refers to:

- ▶ An optimistic picture of the future of the organization
- ▶ A leader's ability to see through problems
- ▶ A historical view of the organization
- ▶ The leader's ability to inspire people

Question No: 3 (Marks: 1) - Please choose one

Which of the following is a suggested way for developing your leadership potential?

- ▶ Help your leader lead
- ▶ Acquire broad experience
- ▶ Practice a little leadership when the opportunity presents itself
- ▶ All of the given are suggested ways pg 54

Question No: 4 (Marks: 1) - Please choose one

Which one of the following would be the most effective way to develop charisma?

- ▶ Be emotionally reserved and somewhat cold
- ▶ Minimize personal risk taking
- ▶ Make ample use of true stories
- ▶ Be laid back and not overly concerned about attaining goals

Question No: 5 (Marks: 1) - Please choose one

A recommended technique for overcoming cross-cultural communication barriers is to:

- ▶ Use straightforward language and speak slowly and clearly
- ▶ De-emphasize nonverbal communication
- ▶ Insist on a common code of etiquette
- ▶ Place considerable weight on the sender's appearance

Question No: 6 (Marks: 1) - Please choose one

Which of the following is NOT one of the suggested ways for coping with a problem manager?

► **Avoid your manager pg 66**

- Learn from your manager's mistakes
- Confront your manager about the problem
- Judge your manager cautiously and slowly

Question No: 7 (Marks: 1) - Please choose one

A surgical nurse brings her complaint directly to the top administrator of the hospital. She is, therefore, violating the tactic called:

- Learn from your boss's mistakes
- Stay in touch
- Recognize that your boss has problems too

► **Avoid bypassing your manager pg 65**

Question No: 8 (Marks: 1) - Please choose one

Asma has a strong customer service orientation, so she works hard to:

- Encouraging customers to shop by price
- Helping customers
- **Getting customers to make large purchases Page 141**
- Selling the most profitable items first

Question No: 9 (Marks: 1) - Please choose one

Ali will consult whom for professional approach to find out his first career?

► **Career counselor Page 78**

- Career planner
- Career analyst
- Mentor

Question No: 10 (Marks: 1) - Please choose one

Which one of the following tests measure personal attributes and characteristics of an individual?

- **Personality test**
- Aptitude test
- Interest test
- Achievement test

Question No: 11 (Marks: 1) - Please choose one

Which one of the following is an example of engaging in computer goof off behavior?

- Using a handheld computer instead of a PC
- Scanning for computer viruses during company time
- Making computations with a calculator instead of a computer
- **Preparing elaborate computer graphics when unnecessary pg 94**

Question No: 12 (Marks: 1) - Please choose one

Doing two or more routine tasks simultaneously that can sometimes enhance personal productivity is often referred to as:

- ▶ Perfectionism
- ▶ Multitasking
- ▶ **Time management pg 93**
- ▶ Procrastination

Question No: 13 (Marks: 1) - Please choose one

Now day's organizations are emphasizing more on which type of growth:

- ▶ **Horizontal pg 96**
- ▶ Vertical
- ▶ Lateral
- ▶ Straight up

Question No: 14 (Marks: 1) - Please choose one

To achieve goals and exert control on environment; one must have a(n):

- ▶ **Action plan pg 20**
- ▶ Target
- ▶ Mission
- ▶ Ambition

Question No: 15 (Marks: 1) - Please choose one

When choosing a career path, it is important to:

- ▶ **Interconnect your personal goals with your work plans**
- ▶ Choose very high pay
- ▶ Choose one that gets you to the top quickly
- ▶ Choose very high post

Question No: 16 (Marks: 1) - Please choose one

Which one of the following factors can help in curing depression?

- ▶ Thinking
- ▶ Emotions
- ▶ **Self confidence pg 116**
- ▶ Stress

Question No: 17 (Marks: 1) - Please choose one

Identify the suggested way of building good relationships with customers.

- ▶ When a customer complains, be defensive
- ▶ **Show care and concern for the customer pg 141**
- ▶ Establish customer dissatisfaction goals
- ▶ Place the company's needs first

Question No: 18 (Marks: 1) - Please choose one

Ali is facing a major challenge for job hunting while using the internet to find a job. This major challenge is:

- ▶ Having a false sense of security that a job will come to him
- ▶ Having thousands of other job seekers applying for the same positions
- ▶ Finding a way to speak to a company representative pg 81
- ▶ All of the given options

Question No: 19 (Marks: 1) - Please choose one

A strongly recommended method for job hunting is:

- ▶ Job boards
- ▶ Company Websites pg 88
- ▶ Bill boards
- ▶ Ads

Question No: 20 (Marks: 1) - Please choose one

Which of the following is highly unusual, complicated tactic that involves a trick for finding a job?

- ▶ Extreme job hunting pg 82
- ▶ Employment Agencies
- ▶ Company websites
- ▶ Help Wanted Ads

Extreme Job Hunting Extreme job hunting is any highly unusual, complicated tactic that involves a gimmick for finding a job. Such tactics are likely to be rejected by some employers who would regard the applicant as a nuisance, yet these tactics can land a job.

Question No: 21 (Marks: 1) - Please choose one

Which one of the following introduces the applicant with the prospective employer?

- ▶ Resume pg 83
- ▶ Testimonials
- ▶ Letter
- ▶ Cover letter

Question No: 22 (Marks: 1) - Please choose one

A mission statement is likely to improve personal productivity because it:

- ▶ Serves as a compass to direct your activities
- ▶ Establishes specific items to put on your to-do list
- ▶ Provides ethical guidelines for managing a career
- ▶ Helps a person overcome fear of success

Question No: 23 (Marks: 1) - Please choose one Keeping an accurate record of job accomplishments can be valuable when being considered for:

- ▶ Promotion pg 99
- ▶ Transfer
- ▶ Bonus

- ▶ Assignment to a team or project

Question No: 24 (Marks: 1) - Please choose one

A sequence of positions necessary to achieve a goal called:

- ▶ Career path pg 101
- ▶ Traditional career path
- ▶ Horizontal career path
- ▶ Career success

Question No: 25 (Marks: 1) - Please choose one The only way to experience genuine and lasting contentment, satisfaction and happiness is to learn to live your life in the:

- ▶ Present moment pg 115

- ▶ Luxuries
- ▶ Facilities
- ▶ Lavishness

Question No: 26 (Marks: 1) - Please choose one

Which of the following way between husband and wife about each other's career often exist even when both have a modern outlook?

- ▶ Feeling of competitiveness
- ▶ Establish priorities pg 119
- ▶ Manage time carefully
- ▶ Prepared to compromise

Question No: 27 (Marks: 1) - Please choose one

According to research _____ is the second happiest country.

- ▶ Germany Pg 112

- ▶ Denmark
- ▶ China
- ▶ England

A lot of research is being conducted on happiness. According to a research Denmark is the top happiest country. Germany is the second happiest country.

Question No: 28 (Marks: 1) - Please choose one Conflict leads to:

- ▶ Physical and mental deterioration
- ▶ Desecrate resources, disruption
- ▶ Disruption, low energy
- ▶ All of the given options

Question No: 29 (Marks: 1) - Please choose one

Shahid spends much time on internet that effects his work, feel sleep deprivation and neglects human contact, all are the reasons of:

- ▶ Internet dependence pg 135
- ▶ Internet expert
- ▶ Internet user

- ▶ Internet fond

Internet Dependence: An Internet dependence (or addiction) is a condition whereby a person spends so much time on the Internet that other work suffers and the person experiences sleep deprivation and neglects human contact

Question No: 30 (Marks: 1) - Please choose one

Human Relations are very important in management as it contributes to:

▶ **Organizational effectiveness** pg 50

- ▶ Control over employees
- ▶ Uniformity among the workers
- ▶ Higher turnover of employees

Question No: 31 (Marks: 1) - Please choose one

Fahad knows his leadership qualities and strengths and weaknesses of his team members. He is more likely to accomplish his task, it shows his self:

- ▶ Love
- ▶ Esteem
- ▶ **Awareness** pg 08
- ▶ Perception

Question No: 32 (Marks: 1) - Please choose one

Saba was standing in line at the grocery store for payment when suddenly she noticed chocolates and candies prominently displayed at her right. She picked up one chocolate box and added it to her collection. This unplanned or spontaneous action will called:

- ▶ **Impulse buying**
- ▶ Routine buying
- ▶ Aversion buying
- ▶ Intentional buying

Question No: 33 (Marks: 1) - Please choose one

A training manager organizing training on software which the organization is going to be use in coming months is showing which of the following type of personality?

- ▶ **Proactive** pg 99
- ▶ Passive
- ▶ Reactive
- ▶ Inactive

Question No: 34 (Marks: 1) - Please choose one

Which of the following can be considered as business etiquettes?

- ▶ Be courteous about the copy machine
- ▶ Address the visitors in their preferred way
- ▶ Males and females should receive equal treatment
- ▶ **All of the given options** pg 100

Question No: 35 (Marks: 1) - Please choose one

Owing an asset or purchasing stock is referred to as:

- ▶ Contrary investment
- ▶ Diversify investment
- ▶ Fixed income investment
- ▶ Equity investment pg 108

Question No: 36 (Marks: 1) - Please choose one

Sadia likes her friend Hina because of having common interest, values and beliefs. This liking on the basis of similarities is the focus point of which one of the following theory?

- ▶ Reinforcement theory
- ▶ Balance theory of attraction
- ▶ Social exchange theory of attraction
- ▶ Need for intimacy

Question No: 37 (Marks: 1) - Please choose one

Which of the following two theories of mutual attraction are too mechanical and logical?

- ▶ Balance and exchange theories
- ▶ Balance and need for intimacy
- ▶ Exchange and need for intimacy
- ▶ Need for intimacy and reinforcement

Question No: 38 (Marks: 1) - Please choose one

You have often heard words such as “whatever”, “who cares”, “I don’t care”. These sort of words indicate what sort of an individual’s feelings?

- ▶ Apathetic feelings
- ▶ Sympathetic feelings
- ▶ Aggressive feelings
- ▶ Optimistic feelings

Question No: 39 (Marks: 3)

What do you understand by resume?

Resume is also called curriculum vitae. It is the 1st meeting between the job seeker and the employer. Resume shows the educational qualification, skills as well as experience life of the candidate for job.

Question No: 40 (Marks: 3)

How much your friend is a source of pleasure and happiness in your life?

My best is may be a source of happiness in my life because as he can understand my all feelings very well. When I become sad he or she can make me happy. He or she can share their thoughts and events with me which make me happy. He or she can give me happiness

by wishing me on my birthday or EID. When we share our thoughts with each other it gives me some happy feelings. When he or she misses me it also gives me satisfaction of happiness.

Question No: 41 (Marks: 5)

What are some of the skills you need to become happy?

I can become myself happy by some skills which are the following. When I love or make friendship with someone it will give me happiness. I can work hard and I can enjoy it by achieving the reward and result of my experience. When I will be fair and helpful and trusting to others, I will be happy. By having recreational fun in my life. By avoiding stress can also make me happy. What I like and I can change my life it will be good for me to live happy. Energize myself through physical fitness.

Question No: 42 (Marks: 5)

Which type of awareness regarding common ethical problems can help you to avoid unfavorable circumstances at work place?

There are some ethical problems which occur in organizations but we can control them by some useful tips. For that that has authority must follow ethics. Sometimes it becomes difficult to work according to your principles and code of conduct. Some workers feel that they are not being treated fairly. The reward must be neither on work nor on personal relations. Always respect female workers in company because nowadays there are most cases which are based on gender harassment.

Question No: 43 (Marks: 5)

What is difference between open ads and blind ads?

Open ads are those ads which identified the name of company or organization. So anybody can easily find that which kind of company or people are these. Blind ads are those ads in which there is no name of company or recruiters. Because some companies don't want to disclose their privacy.

Question No: 45 (Marks: 10)

Khuram has completed his study. Now he is going for an interview in a multinational company. Give him some suggestions for having a successful interview.

For a successful interview for Khuram I will give him the following useful suggestion.

1. Always prepare in advance for giving interview about your job. Khuram must know about his educational background and skill, also he should know about that organization for whom he is applying.
2. Khuram must go in well dressed uniform because it will make a very pleasant effect on interviewer. Always go in formal office dresses.
3. During interview for job, always ask question about job specifications and status. Don't ask questions about vacations and salary.

4. khuram must discuss about his weaknesses and strength so that the interviewer can help him to remove his weakness and they can easily share improve khuram's weak points. It is good for khuram to not hide his weak points.
5. If khuram did previous job some where he should not speak in negative about that company where he spent time. Because it will make bad impression on interviewer.
6. It is good for khuram to ask some good questions frankly about the organization etc.
7. khuram must not initiate the compensation talks. He should wait for the interviewer to discuss it.
8. khuram should be always in smile and good attitude during interview. He should avoid bad moods.
9. khuram must elaborate his skills that how his skills can benefit that organization.
10. khuram must show his interest in that job. But he should be careful to not bother the interviewer for getting that job.