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FINAL TERM EXAMINATION

Fall 2010

MGMT611- Human Relations (alt. code=HRM611) (Session - 4)

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

The characteristics of creative workers include:

- ▶ Knowledge
 - ▶ Intellectual abilities
 - ▶ **All of the given options**
- Page 23**

Characteristics of Creative Workers

Following are the characteristics of the creative workers

1. Knowledge
 2. Intellectual Abilities
 3. Personality
- ▶ 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**

Page 54

Developing leadership potential:

It is about creating conditions under which all your followers can perform independently and effectively toward a common objective.

Servant leadership stems naturally from a commitment to service.

1. General education and specific training:

You should have general information and understanding about your field. You should have specific training of your job related activities so that you could lead and guide your team members.

2. Leadership development programmes:

Leadership skills can be acquired by taking courses or programmes on leadership.

3. Acquire broad experience:

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A leader should have broader knowledge of the things in order to handle or run the affairs of the organization smoothly.

4. Modeling effective leaders:

You should have some models in your mind that you admire as good leaders. You should try to internalize the characteristics of those leaders.

5. Self-development of leadership characteristics and behaviour:

Study leadership characteristics and behaviour, and target one or two for improvement through self-determination and self-monitoring of behaviour.

6. Practice a little leadership:

Look for opportunities to exert a small amount of helpful leadership in contrast to waiting for opportunities to accomplish extraordinary deeds. Mentoring would be an example of practicing a little leadership.

7. Help your leader lead:

Leaders need assistance so they can do a good job, and providing this assistance provides some leadership experience.

8. Become an integrated human being:

The leader is first and foremost a fully functioning person. Leadership development is therefore the process of self-development. As a result, the process of becoming a leader is similar to the process of becoming an integrated human being.

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

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

► **Avoid your manager**

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A challenge to ambitious people is to cope with a difficult manager, yet remain well regarded by that person.

Suggestions follow:

A. Reevaluate Your Manager

Some problem bosses are not really a problem. Instead, they have been misperceived by one or more group members. You and your boss may simply have a difference in roles, goals, or values.

B. Confront Your Manager about the Problem

A general-purpose way of dealing with a problem manager is to apply confrontation and problem solving techniques. Use considerable tact and sensitivity because your manager or team leader has more formal authority than you. Gently ask for an explanation of the problem. Confrontation can also be helpful in dealing with the problem of **micromanagement**, the close monitoring of most aspects of group member activities by the manager.

C. Learn from Your Manager's Mistakes

Even a bad boss contributes to our development—he or she serves as a model of what not to do as a boss.

Also, should your manager be fired, analyze that situation to avoid the mistakes he or she made.

- 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**

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I. Avoid Bypassing Your Manager

A good way to embarrass and sometimes infuriate your manager is to repeatedly go to his or her superior with your problems, conflict, and complaints. The bypass suggests that you don't think your boss has enough power to take care of the problem, and that you distrust his or her judgment. Bypassing your manager is looked upon so negatively that most experienced managers will not listen to your problem unless you have already discussed it with your immediate superior

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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**

Getting Help from a Career Counselor

A career counselor provides a professional approach to finding a first career or career switching. A counselor usually relies on a wide variety of tests plus an interview to assist a person, make a sound career choice.

- ▶ 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**

Page 94

Avoid Being a Computer Goof-Off or Cyber loafer

An unproductive use of computers, however, is to tinker with them to the exclusion of useful work. Some managers spend so much time with computers that they neglect the leadership aspect of their jobs. Internet surfing for purposes not strictly related to the job has become a major productivity drain.

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:

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- ▶ Perfectionism
- ▶ Multitasking
- ▶ Time management

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Time-management techniques

The appropriate time-management techniques are also necessary to achieve high personal productivity. For these techniques to enhance productivity, most of them need to be incorporated into and practiced regularly in daily life. Habits need to be programmed into the brain through repetition.

- ▶ Procrastination

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

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

- ▶ Horizontal Page 96

More emphasis on horizontal growth, with a focus on new learning.

Initially you used to move from lower ranks to upper ranks in an organization. This strategy has undergone

a change now. Now the emphasis is given on learning new skills instead of relying only on skills you already have. As the change in environment help learning new things, that is why you should learn to appreciate the change of doing different jobs in the same organization.

- ▶ 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 Page 20

Guidelines for Goal Setting

An action plan is needed to achieve goals

- ▶ 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

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Page 116

Depression is an illness which exists in the mind and therefore the cure and prevention lies with treating the mind. What do you need to work on to become happier and less depressed? You should consider these factors curing depression.

1. Your mood
2. Your self esteem
3. Your perceived situation
4. Your self confidence
5. Your thinking
6. Your motivation
7. Your faith
8. Your purpose
 - ▶ 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**

Page 141

Building good relationships with customers

Success on the job also requires good relationships with both external and internal customers. An employee whose thoughts and actions are geared toward helping customers has a **customer service orientation**.

Good service is the primary factor that keeps customers coming back. Profits jump considerably as the customer is retained over time. Suggestions for achieving high-level customer service are as follows:

1. Establish customer satisfaction goals.
2. Understand your customer's needs and place them first.
3. Show care and concern.
4. Communicate a positive attitude.
5. Make the buyer feel good.
6. Display strong business ethics.
 - ▶ 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**
- ▶ All of the given options

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

A strongly recommended method for job hunting is:

- ▶ Job boards
- ▶ **Company Websites**

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The Internet and Résumé Database Services

The Internet is now a standard part of job hunting, with dozens of job-hunting sites available. Job boards related to specific industries have grown in popularity. Company Websites are strongly recommended for job hunting. Job seekers should remember that the Internet is but one method of conducting a job search.

A major challenge of job hunting through the Internet is to find a way to speak to a company representative about your application. Speaking to a telephone operator will sometimes provide a lead to a contact person.

- ▶ 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 Page 82**

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.

- ▶ Employment Agencies
- ▶ Company websites
- ▶ Help Wanted Ads

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

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

- ▶ **Resume**

Page 83

What is a Resume?

Resume is the first meeting between an employee and a prospective employer. Resumes introduce the applicant with the prospective employer. It is the document which encloses the educational qualification, relevant work experience, and personal detail of a person submitted to an employer or some other authority for securing a job.

- ▶ Testimonials
- ▶ Letter
- ▶ Cover letter

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

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

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☐ **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**

Page 99

Document Your Accomplishments

Keeping an accurate record of job accomplishments can be valuable when being considered for promotion.

New learning should also be documented. Let key people know, in a tactful way, of your accomplishments.

- ☐ 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**

Page 101

A. Develop a Flexible Career Path

If your goals are laid out systematically to lead to your ultimate career goal, you have established a career path—a sequence of positions necessary to achieve a goal. Here we look at two types of career paths.

- ☐ 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**

Page 115

The fourth principle is *feelings*. If you feel discontented, for example, clear the head and start thinking positively. Enjoy what you have, don't spoil your life by craving for what you don't have.

5. The fifth principle of psychological functioning is *the present moment*. The present moment is where most people find happiness and inner peace. One can not change one's past, neither can predicts one's future. The only thing in one's hands is the present. Focus on your present and be happy.

- ☐ Luxuries

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- ☐ 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**
- ☐ Manage time carefully
- ☐ Prepared to compromise

Page 119

Establish priorities and manage time carefully. Sometime the career of one of the spouses might be more important than the other. This sort of issues can be prioritized by mutual understanding and discussion.

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

According to research _____ is the second happiest country.

- ☐ **Germany**

Page 112

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.

- ☐ **Denmark**
- ☐ China
- ☐ England

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**

Page 135

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.

- ☐ Internet expert
- ☐ Internet user
- ☐ Internet fond

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

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

☐ **Organizational effectiveness**

Page 50

A current conception of emotional intelligence is so broad that it encompasses many traits and behaviours related to leadership effectiveness, including **self-awareness, self-management, social awareness, and relationship management.**

- ☐ 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**

Page 8

Self awareness:

Knowing your self is self awareness. If you know your self you know your capabilities and on the basis of these capabilities you can accomplish a task. And ultimately you will feel successful and your organization will reward you. If you know how to judge your self you can judge others also.e.g. suppose you know your leadership qualities and the strengths and weaknesses of your team members you are more likely to accomplish your task. So, self awareness is an important tool in your own hands with the help of which you can do your self analysis or can get feedback from others.

- ☐ 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**

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An active agent in taking control of forces around him or her stands a better chance of capitalizing on opportunities. A **proactive personality** is a person relatively unconstrained by forces in the situation and who brings about environmental change. Managers prefer proactive employees because they take the initiative to take care of problems.

- ☐ 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**

Page 100

Business etiquettes

Let us discuss some business manners and etiquettes.

- Be polite to people in person
- Write polite letters
- Practice good table manners
- Names should be remembered
- Males and females should receive equal treatment
- Shouting is out
- The host or hostess pays the bill
- Introduce the higher-ranking person to the lower-ranking person
- Address superiors and visitors in their preferred way
- Make appointments with high-ranking people rather than dropping in
- When another person is opening a door to exit a room or building, do not jump ahead of him or her
- Be courteous about the use of common facilities or resources like the use of photocopy machine

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**

Page 108

After understanding key investment principles, the person is ready to invest. Investments can be categorized into two basic types:

- 1. Lending money (fixed-income investment)**
- 2. Owning assets (equity investment)**

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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)

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

I can become my self 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 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?

ANS:

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 not 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?

ANS:

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: 44 (Marks: 10)

Distinguish between chronological resume and targeted resume.

ANS: In chronological resume, the qualification and experience etc are written in reverse order. For example current job and status is written in top while older and written below in same order. One of big problem in this type of resume is that if there is a gap of a year or 2 you cannot hide that, you must give some reason to fill that gap. Because if some one ask you in interview that what were you doing in that gap timings. So you should have a required answer. This type of resume describes the whole educational as well as experience of a person.

The targeted resume show only the information needed for that specific job. Only that requirement is written in target resume for targeted jobs so it will be easier for job giver to understand your qualification and status for that job.

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You should write all your skills and experience of your life which are good for that job. By this way the interweaver and your skill can meet each other easily in short time which is good for you as well as for job givers. This type of resume is mostly short and only shows specific job requirements.

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.

ANS: 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.

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MIDTERM EXAMINATION

Spring 2009 FIN630- Investment Analysis & Portfolio Management (Session - 2)

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

Which one of the following financial instruments represents an ownership share in a corporation?

Common stock

Bond

Preferred stock

Term Finance certificates

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

There are ____ broad categories of financial assets.

2

3

4

5

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

Shares of McDonald Corporation are an example of a (n):

Standardized financial instrument

Non-standardized financial instrument since their prices can differ over time

Standardized financial liability instrument

Open-end investment

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

_____ promotes investment education and ethical behavior among those involved in the investment business.

Licensed International Financial Analyst (LIFA)

Securities Investor Protection Corporation (SIPC)

Chartered Financial Analyst Institute (CFAI)

Securities and Exchange Commission (SEC)

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

Which of the following function removes the fear of buying or selling at rip off price?

Fair pricing function

Continuous pricing function

Economic function

Exchange function

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

The trading of listed securities in the NASDAQ market is known as:

Primary market

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Third market

Secondary market

Fourth market

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

Stocks of well-established companies that have stable earnings and no extensive liabilities are known as _____.

Growth stocks

Income stocks

Defensive stocks

Blue chip stocks

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

Which of the following statement regarding short sales is NOT true?

Short sales are done with the expectation that prices will rise

Short sales can be executed only on an uptrend

Short sales are all done on margin

Short sales may be executed by both individuals and market makers

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

Companies that have capitalization amounts between \$500 million and \$2billion are known as _____.

Small cap companies

Mid cap companies

Growth companies

Large cap companies

Ref: A **blue chip** is a nationally recognized, well-established and financially sound company. The term comes from blue poker chips, which have the highest value in the game

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

A procedure for valuing the price of a stock by using predicted dividends and discounting them back to present value is known as.

Capital Asset Pricing Model

Dividend Discount Model

The Residual Earning Model

None of the given options

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

In bar chart, which color indicates share prices are going up?

Black

White

Blue

Red

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

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In candlestick chart, what does white body candle depict?

Prices are moving down

Prices are moving up

Prices are constant

Prices are fluctuating

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

On Balance Volume technique of technical analysis was developed by:

Charles Dow

Joseph Granville

John Bollinger

Welles Wilder

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

Which of the following is relevant to market breadth?

Specialist inventory

Advance/declining ratio

Fundamental analysis

Ticker tape

Ref: A technique used in technical analysis that attempts to gauge the direction of the overall market by analyzing the number of companies advancing relative to the number declining. Positive market breadth occurs when more companies are moving higher than are moving lower, and it is used to suggest that the bulls are in control of the momentum. Conversely, a disproportional number of declining securities is used to confirm bearish momentum.

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

The Elliot Wave Theory is based on repeating _____ waves cycle.

4

5

7

8

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

Which of the following is correct formula for calculating short interest ratio?

Average shares sold short / Average daily trading volume

Total shares sold short / Average daily trading volume

None of the given options

Total shares sold short / Total daily trading volume

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

ABC Furnitures worth \$51 million. What is another term for this?

Book value

Earning per share

Market value

Cost per share

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

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Which of the following is TRUE regarding price per earning ratio?

P/E=Earnings available to common stockholders/outstanding shares

P/E=Market price per share/dividend per share

P/E=Market price per share/earning per share

P/E=Dividend per share/earning per share

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

When inflation and interest rates are low, Price per Earning (P/E) ratio tend to be:

High

Low

Minimum

Average

Ref: Inflation affects equity prices in several ways. Most importantly, investors are willing to pay less for a certain level of earnings when inflation is high, and more for a certain level of earnings when inflation is low (and expected to remain so).

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

Which of the following industry is sensitive to business cycle and price changes?

Growth industry

Cyclical industry

Defensive industry

Interest sensitive industry

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

Which of the following items will reduce stockholders' equity?

Purchase of equipment

Purchase of supplies

Receiving a loan

Payment of salaries

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

Mutual funds pool the funds of savers and can be used to buy

Shares in mutual savings banks only

A variety of financial instruments

Shares in the Federal Reserve System

None of the given options

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

Which of the following is defined as an investment company whose capitalization constantly changes as new shares are sold and outstanding shares are redeemed?

Unit investment trust

Closed-end investment company

Exchange traded fund company

Open-end investment company

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Ref: An open-ended mutual fund continuously issues and redeems units, so the number of units outstanding varies from day to day. Most mutual funds are open-ended.

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

Which of the following is defined as the total market value of securities in an investment company's portfolio divided by the number of investing company fund shares currently outstanding?

Discounted value

Present value

Future cash flow value

Net asset value

Ref: Net asset value may represent the value of the total equity, or it may be divided by the number of shares outstanding held by investors and, thereby, represent the net asset value *per share*.

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

Which of the following would be considered as the most bullish indicator?

A price decrease with heavy volume

A price increase with small volume

A price increase on heavy trading

No change in price but an increase in volume

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

Stocks can be purchased for a combination of cash and borrowed funds in:

Margin account

Cash account

IRA account

Option account

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

The average price of a security or currency over a specified time period used to spot pricing trends by smoothing out the large fluctuations is known as:

Moving Average

Standard deviation

Variance

Beta

Ref: The purpose of Moving Averages is to smooth out the day to day (or time frame to time frame) values for a smooth flowing graphical representation of the general trend of the market prices. Moving Averages are mathematical calculations and results that are generally calculated by averaging a number of past data points.

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

The use of the earnings multiplier model requires the use of forecast company earnings. How do investors obtain forecasts of company earnings?

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Public companies are required to issue forecasts of quarterly earnings, going out three years

Securities analysts develop and publish earnings forecasts, based on their understanding of the company, its industry, and the overall economy

Securities analysts develop and publish earnings forecasts, based on sophisticated statistical techniques

Because these earnings will be announced in the future, no one can forecast them

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

Which of the following is an intangible asset with an identifiable useful life?

Patent

Timber

Goodwill

Trademark

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

Which of the following categories is NOT a financial statement element?

Cash flow

Contributed capital

Assets

Distributions

Question No: 31 (Marks: 5)

Differentiate between income stocks and penny stocks.

Question No: 32 (Marks: 10)

Define short selling and describe the procedure of short selling in detail.

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FINAL TERM EXAMINATION

Spring 2010

MGMT611- Human Relations (alt. code=HRM611) (Session - 4)

Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one
Sheikh, Rajput, Kashmiri are all example of:

- ☐ Frame of references
- ☐ Stereotype images
- ☐ Perception
- ☐ Biasness

Question No: 2 (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

Question No: 3 (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

Question No: 4 (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

Question No: 5 (Marks: 1) - Please choose one
The first step in the self-discipline model is to:

- ☐ Compartmentalize spheres of life
- ☐ Search for pleasure within the task
- ☐ Develop role models
- ☐ Formulate a mission statement

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

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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

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

A distinguished consequence of perfectionism is that it often leads to a:

- ☐ Sudden increase in satisfaction with the task
- ☐ Feelings of excitement while solving a problem
- ☐ Delay in making decisions
- ☐ Lack of concern for details

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

Which type of human communication is employed for sharing knowledge, solving problems and developing new ideas?

- ☐ Mediated communication
- ☐ Intrapersonal communication
- ☐ Interpersonal communication
- ☐ Public communication

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

Which of the following is an example of downward communications?

- ☐ Your supervisor assigns you a new task
- ☐ You ask your supervisor for a new task
- ☐ You want a new task
- ☐ Your co-worker tells you that you are going to get a new task

Question No: 10 (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: 11 (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

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☐ All of the given are suggested ways

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

A study on the quality of interactions between supervisor and their employees indicated that:

- ☐ Agreeing with your supervisor's opinions usually fail
- ☐ Supervisors are impressed strictly by work performance
- ☐ Favorable interactions lead to better performance
- ☐ Avoiding the supervisor improves performance ratings

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

There should be knowledge of self _____ while planning a career.

- ☐ Strength and power
- ☐ Weaknesses and status
- ☐ Power and income
- ☐ Strengths and weaknesses

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

To identify a career which of the following is more compatible with your interest?

- ☐ Peer influence
- ☐ Social networking
- ☐ Job opportunity
- ☐ Recognize your preferences

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

Networking implies helping others and doing all of the following EXCEPT:

- ☐ Giving advice
- ☐ Giving industry specific information
- ☐ Giving trade secrets
- ☐ Giving contacts

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

Ali is a true workaholic as he:

- ☐ Works an average of at least 60 hours per week
- ☐ Finds not working to be an uncomfortable experience
- ☐ Brings work home at least four nights per week
- ☐ Establishes unrealistic goals

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

Multitasking is recommended for:

- ☐ Creative assignments
- ☐ Work at a steady pace
- ☐ Breakthrough tasks
- ☐ Routine tasks

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

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

- ☐ Horizontal
- ☐ Vertical
- ☐ Lateral
- ☐ Straight up

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

Cyber networking includes which one of the following?

- ☐ Action
- ☐ E-mail
- ☐ Glass ceiling
- ☐ Traditions

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

Asifa is competent and efficient employee, she has which type of values:

- ☐ Democratic values
- ☐ Ethical values
- ☐ Professional values
- ☐ People values

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

Hassan needs to hire a new assistant. Which one of the following decisions would be unethical?

- ☐ Promotes a lower-level staff member into the position
- ☐ Hires a person who needs a little training
- ☐ Hires a good friend who has no experience and not fit for the job
- ☐ Hires a person with the most experience and highest qualifications

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

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Which one of the following is an example of mentoring behavior?

- ☐ Depression
- ☐ Conflict
- ☐ Coaching
- ☐ High emotions

Question No: 23 (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
- ☐ Establish customer dissatisfaction goals
- ☐ Place the company's needs first

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

According to American Research, indifferent attitude of an employee is the reason for non-return of customers. That is:

- ☐ 68 percent
- ☐ 14 percent
- ☐ 09 percent
- ☐ 05 percent

Question No: 25 (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
- ☐ Employment Agencies
- ☐ Company websites
- ☐ Help Wanted Ads

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

Identify which of the following skill is more essential than technical skills?

- ☐ Personal
- ☐ Communication
- ☐ Interpersonal

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☐ Public

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

Two key elements of a personal financial plan are financial goals and:

- ☐ Budget
- ☐ Mission statement
- ☐ Resources
- ☐ Funds

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

When you purchase stocks, you become a(n):

- ☐ Practice contrary investing
- ☐ Pay off debt
- ☐ Owner of an asset
- ☐ Lending money

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

Signifying respect, fairness and courtesy in dealings with fellow workers comes under:

- ☐ Ethical values
- ☐ Democratic values
- ☐ Professional values
- ☐ People values

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

Which one of the following is the technique or skill that can be helpful for mentoring at work place?

- ☐ Interpret what is happening and ask tough questions
- ☐ Provide emotional support and provide constructive advice, criticism and feedback
- ☐ Encourage the person to speak and offer constructive criticism
- ☐ Provide specific feedback and allow for modeling the desired performance

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

Ali is a nurturing task leader; he believes that the task system in an organization should be:

- ☐ Developed inter-relationship
- ☐ Meaningful and trusting

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- ☐ Growth oriented
- ☐ All of the given options

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

If your environment support you to achieve your goals, you can be successful and productive for your:

- ☐ Self
- ☐ Health
- ☐ Friends
- ☐ Set up

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

Cultures within an organization that are defined by departmental designations are often called ____.

- ☐ Micro-cultures
- ☐ Subcultures
- ☐ Divisional cultures
- ☐ Counter cultures

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

Which of following is suggested technique for uplifting one's self-confidence?

- ☐ Strive for peak performance
- ☐ Use negative visual imagery
- ☐ Use negative self-talk
- ☐ Develop a solid knowledge base

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

According to research evidence, which of the following is the most important reason of non-return of customers?

- ☐ Moved away to some other place
- ☐ Indifferent attitude of an employee
- ☐ Product dissatisfaction
- ☐ Role of rivalry forces

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

You have often seen job advertisement in the newspaper where organizations prefer to use post office box instead of mentioning their organizational postal address. This is an example of:

- ☐ Open ads

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- ☐ Blind ads
- ☐ Catch ads
- ☐ Web ads

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

Hina took every opportunity she could to explain to her prospective employer what she could do to help their company if she were hired. Hina used:

- ☐ Behavioral statements
- ☐ Communication statements
- ☐ Skill-benefit statements
- ☐ Internal job market statements

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

"Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?" If an interviewer ask this question from the job candidate then which of the following type of interview is it?

- ☐ Phone interview
- ☐ Projection interview
- ☐ Behavioral interview
- ☐ Communication interview

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

As an investment, collectibles such as coins, antiques or paintings involve:

- ☐ No risk
- ☐ Low risk
- ☐ Moderate risk
- ☐ High risk

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

For achieving happiness in life, if someone's feelings turn negative suddenly, then its time to do:

- ☐ Mental readjustment
- ☐ Physical readjustment
- ☐ Social readjustment
- ☐ Economic readjustment

Question No: 41 (Marks: 1) - Please choose one

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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: 42 (Marks: 1) - Please choose one

An important contributor to happiness is :

- ☐ Live with what you cannot change
- ☐ Change yourself to meet society's aesthetic standards
- ☐ Establish goals for changing conditions that are difficult to change
- ☐ Avoid vigorous physical exercise

Question No: 43 (Marks: 1) - Please choose one

If two people want to live harmoniously after the conflict, what they should avoid?

- ☐ Below the belt comments
- ☐ Show positive behavior
- ☐ Prepare to compromise
- ☐ Minimize an accusatory tone

Question No: 44 (Marks: 1) - Please choose one

What should be a recommended solution for the working couple to avoid disputes on the household chores?

- ☐ Wife should be responsible for all house hold chores
- ☐ Husband should be responsible for all house hold chores
- ☐ Wife should be more responsible than husband for household chores
- ☐ Husband and wife should be equally responsible for house hold chores

Question No: 45 (Marks: 1) - Please choose one

Which of the following statement is true?

- ☐ Laziness and right description of liveliness
- ☐ Laziness is the right description of apathy
- ☐ Laziness is the wrong description of apathy
- ☐ Laziness is the wrong description of idleness

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Question No: 46 (Marks: 1) - Please choose one

Ahmed is performing his job responsibilities with objectivity and partiality. He is using;

- ☐ Democratic values
- ☐ Professional values
- ☐ People values
- ☐ Moral values

Question No: 47 (Marks: 1) - Please choose one

The quality of human relations improved when an individual follows:

- ☐ Ethics
- ☐ Rules
- ☐ Regulations
- ☐ Procedures

Question No: 48 (Marks: 1) - Please choose one

Which one of the following tactics can be helpful in dealing with difficult people?

- ☐ Use tact and diplomacy
- ☐ Ask tough questions
- ☐ Use hostile or adverse impact
- ☐ Use negative reinforcement

Question No: 49 (Marks: 3)

Which rules help you to be a positive nurturing person?

Question No: 50 (Marks: 3)

Enlist and describe the two key elements which are included in a personal financial plan.

Question No: 51 (Marks: 5)

Why continuous learning and self-development is necessary for career progression?

Question No: 52 (Marks: 5)

How spending a meaningful life acts as a major contributor to happiness. Give an example?

Question No: 53 (Marks: 5)

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In your opinion what sort of behaviors are required in a mentor which can be beneficial in establishing quality relationships between the mentor and the mentee.

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FINAL TERM EXAMINATION

FALL 2007

MGMT61 1 - HUMAN RELATIONS (Session -4)

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

All of the following are traits and characteristics of Ali as an effective leader except:

Charisma

Strong motivation and high energy

Trustworthiness and character

Being so self-confident they believe they can handle anything

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

_____ relations have become diverse due to the increasing personal and workplace complexities.

Human

Interpersonal

Organizational

Social

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

Self-confidence can be and built on.

Teach

Learned

Think

None of the given options

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

"To win an award for the team" is an example of behavior.

Individualistic

Collective

Materialistic

Naturalistic

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

The good organizational _____ go above and beyond the call of duty.

Manager

Worker

Citizen

Customer

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

Norms are the major components of culture.

Organizational

Manager

. Communication

Group

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

Zaheer seiid _____ resume to a multinational company which describes how he organizes skills and accomplishments into the function performed.

Functional

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Targeted

Creative

Gimmickry

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

_____ test is not included in the five types of psychological tests that are used in selecting employees.

Interest

Personality

Stats

Achievement

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

Which one of the following is suggested time management technique?

Make good use of technology

Clean up and get organized

Concentrate on one key task at a time

All of the given options

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

Developing a personal budget can be divided into a series of logical steps. Which of the following is not one of those steps?

Establishing goals

Getting the budget approved

Carrying out the budget

Evaluating the budget

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

Prophet Muhammad (PBUH) was a born leader, it is an example of _____ theory.

Contingency

Trait

Social

Bigman

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

"Human relationships are based mainly on self-interest" is the focus point of theory.

Balance

Social exchange

Need

Trait

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

If you feel disinterested with reference to your education, family, friends or the environment around you, it indicates _____ behavior.

i Apathetic

Extrovert

Aggressive

All of the given options

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

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This is a conversation between a manager who is speaking to her employee, "That's right. You're more productive. From now on, I want you to go through the machines and perform maintenance rather than just fix them." Identify the process which involves such deliverance as part of one of its steps?

- Team building
- Problem solving
- Coaching
- Training

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

Lending money and owning assets are the two basic types of

i Investment

Debt

Budget

None of the given options

Question No: 16 (Marks: 1)

Afshan has assets that can be converted to cash relatively quickly, it is known as

Question No: 17 (Marks: 1)

_____ developed the concept of 'nurturant task leader' in 1980.

Question No: 18 (Marks: 1)

Parents, friends and relatives are examples of _____ group.

Question No: 19 (Marks: 1)

The primary principle for effective time management is

Question No: 20 (Marks: 1)

Fahad focuses on a specific job target and only presents information relevant to that target in his resume he submitted _____ resume for job.

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

Style flexibility and adaptability are discouraged for leaders because these traits make them weak and indecisive.

True

False

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

Now a days companies websites are strongly recommended for job hunting.

. True

False

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

A worker in need of mentoring must wait until the employer offers such a program.

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True
False

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

The past performance guarantees future performance and is the best predictor of the investment's future performance.

True
False

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

Trying to create a positive impression on your supervisor does not really help to improve your performance ratings.

True
False

Question No: 26 (Marks: 5)

Do you think that culture and ethics are related? Support your answer with logical arguments and examples.

Question No: 27 (Marks: 5)

Suppose after completion of your degree, you will be the manager of an organization. Which three types of resources will you need?

Judging another culture from one's own point of view is a barrier in improving cross cultural differences. Name this situation and also explain it.

Question No: 29 (Marks: 10)

List and discuss three reasons why people procrastinate. Also discuss some ways that people can reduce or eliminate procrastination. (6+4)

Question No: 30 (Marks: 10)

How might good work habits and time management help a person to develop proper attitudes and values will be important to run your organization successfully and why?

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MIDTERM EXAMINATION

Fall 2009

HRM624- Conflict Management (Session - 5)

Time: 60 min

Marks: 45

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

Which of the following statement is misperception about conflict?

- ▶ Conflict levels are segregated into multiple situations
- ▶ Delaying the conflicts may leads to destructive behavior
- ▶ Conflicts are only created to gain benefits
- ▶ **Conflict not always leads to an anger**

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

Which of the following does not restrict innovations?

- ▶ **Proficiency lack**
- ▶ Efficient outcomes
- ▶ Limited resources
- ▶ Ongoing systems

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

Application of ADR is promoted in which of the following type of culture?

- ▶ Collectivist
- ▶ **Communist**
- ▶ Monopolistic
- ▶ Individualistic

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

Customer remained dissatisfied with the shopkeeper's demonstration about the product, it leads to which of the following?

- ▶ Dispute
- ▶ **Collision**
- ▶ Distortion
- ▶ Confusion

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

Which of the following is NOT an important tip for a driver to survive in a Fender-Bender?

- ▶ Exchange information
- ▶ Keep calm

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- ▶ Call the police
- ▶ **Start a row**

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

All of the following are dimensions of issue perspective of conflict EXCEPT:

- ▶ Joint Vs Individual
- ▶ Process Vs Outcome
- ▶ **Tangible Vs Intangible**
- ▶ Narrow Vs Broad focus

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

A conflict which is purely internal and does not involve any other person, is:

- ▶ Interpersonal conflict
- ▶ **Intrapersonal conflict**
- ▶ Interpretive conflict
- ▶ Not a conflict

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

Which of the following is an internal urge to give good performance and which forces for creativity & innovation?

- ▶ Reinforcement
- ▶ Determination
- ▶ Confidence
- ▶ **Motivation**

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

While identifying interpersonal conflicts, it is necessary to indicate:

- ▶ The interests of all involved parties
- ▶ The disputants of a particular conflict
- ▶ The divergent goals of all disputants
- ▶ **All of the given options**

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

Many conflicting situations may have more than one:

- ▶ Activity conflict
- ▶ **Interpersonal conflict**
- ▶ Intrapersonal conflict
- ▶ Agency conflict

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

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Why it is important to focus on resources in order to diagnose a conflict?

- ▶ Helpful in finding other sources of conflict
- ▶ Identify underlying reasons of conflict
- ▶ Identify best available option
- ▶ **All of the given options**

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

The conflict which arises over personal beliefs and deeply held morals & ethics is termed as:

- ▶ Differences in orientation
- ▶ Conflict over facts
- ▶ **Conflicts over deeply held values**
- ▶ Threats to self-concept and world view

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

Which of the following truly explains the situation in which the disputants are not focusing the real facts and figures of conflict?

- ▶ Dislodged conflict
- ▶ Misplaced conflict
- ▶ **misaligned conflict**
- ▶ Misattributed conflict

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

Conflict can be taken as a challenge and could be transformed into a/an:

- ▶ Threat
- ▶ System
- ▶ **Opportunity**
- ▶ Weakness

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

You are a negotiator of party 'A' and negotiator of party 'B' is exchanging the ideas about his party's principles, values and preferences. You are analyzing the:

- ▶ Constituents & stake holder's interests
- ▶ Other disputant's interests
- ▶ **Disputant's interests**
- ▶ Own interests

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

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All of the following are advantages of understanding the other disputant's interests, EXCEPT:

- ▶ Disputant is restricted with his own ideas
- ▶ Craft proposals that are acceptable to others
- ▶ **Avoidance of positional bargaining**
- ▶ Limit later sabotage that may arouse

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

According to Abraham Maslow, the most basic needs are:

- ▶ Safety needs
- ▶ Security needs
- ▶ **Physiological needs**
- ▶ Psychological needs

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

The stances of disputants in an interpersonal conflict are known as:

- ▶ Position
- ▶ Interests
- ▶ **Bargaining**
- ▶ Negotiation

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

According to the Deutsch's theory which of the following is that cooperation begets?

- ▶ Exacerbation
- ▶ **Competition**
- ▶ Cooperation
- ▶ Escalation

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

Who said, "If thou are a master, be some time blind; if a servant, sometimes deaf"?

- ▶ Robert Gaits
- ▶ Robert Frost
- ▶ **Thomas Fuller**
- ▶ Thomas Millar

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

Which of the following negotiation style causes loss of both opportunities and benefits?

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► **Accommodating style**

- Compromising style
- Dominating style
- Avoiding style

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

Which of the following is relevant to the misperception about conflict management?

► **Increases the possibility to impair a positive resolution**

- Reduces the alternative ways to handle conflict
- It always leads to become more vicious
- All of the given options

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

Which of the following is a clear picture of Individualistic culture?

- It provides more opportunities to promote an individual
- Its preferences and structures tend to be invisible to inhabitants
- It provides more opportunities to handle a conflict in a better way
- **All of the given options**

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

A social conflict as compared to the corporate conflicts can be considered as:

- Low risky
- **More risky**
- Risk free
- None of the given options

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

Conflict is largely considered as:

- Global phenomenon
- **Perceived phenomenon**
- Destructive phenomenon
- Constructive phenomenon

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

Theory of Social Ecology includes which of the following important institutions for operation of all human beings?

- Mass media
- Court systems

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- ▶ School Organizations
- ▶ **All of the given institutions**

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

Which of the following outcomes of a conflict are being observed in the specific context of Pakistan?

- ▶ Opportunity for change
- ▶ Win-win situation
- ▶ **Competition**
- ▶ Positive

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

Which of the following is the purpose of adoption of ADR by "Efficiency Wing"?

- ▶ Divert cases to litigation
- ▶ Save time & money
- ▶ Elapse conflict for long time
- ▶ **Create win-win situation**

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

After receiving social stimuli, people assign meaning to what they have experienced, which is known as:

- ▶ Interpretation
- ▶ Perception
- ▶ **Reception**
- ▶ Stimulus

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

Which of the following type of justice refers to the fairness of the process?

- ▶ Distributive
- ▶ **Competitive**
- ▶ Procedural
- ▶ Substantive

Question No: 31 (Marks: 5)

What aspect enhance the importance of conflict management?

Question No: 32 (Marks: 10)

What do you know about Dual Concern Model? Discuss in detail.

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HRM627- Human Resource Development MIDTERM EXAMINATION Spring 2010

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

Temperature, clothes and environment etc. relates to:

- ▶ Gustatory Submodalities
- ▶ Auditory Submodalities
- ▶ **Kinesthetic Submodalities**
- ▶ Visual Submodalities

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

Which of the followings is part of the attitude that refers to the beliefs, opinions, knowledge or information held by a person?

- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Affective component
- ▶ Environmental component

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

If Mr. B has a belief that "discrimination is wrong" and he starts avoiding Mr. C because he discriminates against women. This refers to which of the following?

- ▶ Affective component
- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Environmental component

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

An individual who is shy and withdrawn, and focuses on understanding the world is described as an:

- ▶ **Introvert**
- ▶ Sensing
- ▶ Perceptive
- ▶ Intuitive

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

Degree to which people like or dislike themselves is known as:

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- ▶ Self-monitoring
- ▶ Locus of control
- ▶ **Self-esteem**
- ▶ Stereotyping

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

The performance of which type of people will decrease under monotonous conditions?

- ▶ Low on extraversion
- ▶ **High on extraversion**
- ▶ Low on conscientiousness
- ▶ High on unconscientiousness

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

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

- ▶ Extraversion
- ▶ **Openness to experience**
- ▶ Conscientiousness
- ▶ Emotional stability

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

The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:

- ▶ Social
- ▶ Safety
- ▶ **Esteem**
- ▶ Security

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

Impersonal communication occurs when:

- ▶ We interact spontaneously with other people
- ▶ We practice other-centered communication
- ▶ **We treat people as objects**
- ▶ We interact spontaneously and practice other-centered communication

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

According to Watzlawick, Beavin and Jackson, interpersonal communication has _____ levels of meaning.

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- ▶ Three
- ▶ Four
- ▶ Five
- ▶ **Two**

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

From 1985 to 2000, the number of most democratic countries in the world increased from:

- ▶ 40 to 56
- ▶ 56 to 74
- ▶ **44 to 82**
- ▶ 82 to 93

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

What is the type of conflicts that supports a group's goals and improves its performance?

- ▶ Dysfunctional conflict
- ▶ Functional conflict
- ▶ **Task conflict**
- ▶ Relationship conflict

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

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

- ▶ Reward power
- ▶ Coercive power
- ▶ Legitimate power
- ▶ **Expert power**

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

Which of the following dimensions of trust deals with willingness to freely share ideas and information?

- ▶ Openness
- ▶ **Loyalty**
- ▶ Consistency
- ▶ Integrity

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

Which stage of group development is characterized by intragroup conflict?

- ▶ Norming

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- ▶ **Storming**
- ▶ Adjourning
- ▶ Forming

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

Which of the following is true about a group?

- ▶ Interacting individuals who come together to achieve particular goals
- ▶ Interdependent individuals who come together to achieve particular goals
- ▶ **Interacting and interdependent individuals who come together to achieve particular goals**
- ▶ Two or more interacting and interdependent individuals

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

Which of the following is NOT a type of teams?

- ▶ Functional team
- ▶ **Focus team**
- ▶ Cross functional team
- ▶ Virtual team

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

Human development index (HDI) varies within certain Minimum and Maximum limits. A HDI at 0.4 is considered as:

- ▶ Average development
- ▶ **Low development**
- ▶ High development
- ▶ Intermediate development

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

Human development index of Pakistan was 0.551 in 2005, published in 2007 and is:

- ▶ Increasing
- ▶ Decreasing
- ▶ Constant
- ▶ **Excellent**

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

Human development index of Nepal was 0.534 in 2005, published in 2007 and is:

- ▶ Increasing
- ▶ **Decreasing**
- ▶ Constant
- ▶ Facing change

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

Governance is a process of:

- ▶ **Decision making and decision implementing**
- ▶ Decision implementing and decision monitoring
- ▶ Decision making and decision processing
- ▶ Decision making and decision monitoring

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

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

- ▶ Information
- ▶ Knowledge decision making
- ▶ Empowerment and decision implementation
- ▶ **All of the given options**

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

Human Development Index (HDI) is a:

- ▶ **Comparative measure**
- ▶ Proportional measure
- ▶ Distributive measure
- ▶ Relativistic measure

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

According to McClelland's three needs theory of motivation, a good salesperson can probably high in which need?

- ▶ Need for achievement
- ▶ Need for power
- ▶ Need for affiliation
- ▶ **All of the given options**

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

Which of the following states that 'employers should use reward systems that are fair and open, conforming to both distributive and procedural justice perceptions of the employees'?

- ▶ Expectancy theory
- ▶ Reinforcement theory
- ▶ Equity theory
- ▶ **Attribution theory**

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

Job sharing and telecommuting are two forms of _____ work schedules.

- ▶ Compressed
- ▶ Strict
- ▶ **Flexible**
- ▶ All of the given options

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

Scholars estimate that nonverbal behaviour contributes _____ to the total meaning of communication.

- ▶ 10% to 25%
- ▶ 30% to 45%
- ▶ 50% to 63%
- ▶ **65% to 93%**

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

When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:

- ▶ Stereotyping
- ▶ Halo effect
- ▶ **Attitude**
- ▶ Behavior

Question No: 29 (Marks: 3)

Give your views about the importance of group decision making?

Question No: 30 (Marks: 3)

What are the ingredients of a balanced diet?

Question No: 31 (Marks: 5)

What factors distort communication of emotions?

Question No: 32 (Marks: 5)

Differentiate between cross-functional team and functional teams.

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Fall 2010

HRM627 - Human Resource Development

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

If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?

- ▶ Appreciates him
- ▶ Like him
- ▶ Does not like him
- ▶ Starts fighting with him

ANS: Does not like him

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

The ability to manage one's own emotions and impulses is called:

- ▶ Self-awareness
- ▶ Self-motivation
- ▶ Self-management
- ▶ Self monitoring

ANS: Self-management

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

Which of the following is the most extensively researched trait of Big five model?

- ▶ Conscientiousness
- ▶ Emotional stability
- ▶ Extraversion
- ▶ Agreeableness

ANS: Agreeableness

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

The positive pole of extraversion includes all of the following, EXCEPT:

- ▶ Sociability
- ▶ Assertiveness
- ▶ Logical
- ▶ Gregarious

ANS: Logical

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

Which of the following does not come under the negative pole of agreeableness?

- ▶ Hostility
- ▶ Warm

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- ▶ Disdainful
- ▶ Bossy

ANS: Warm

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

Asking someone the meaning of his statement is an example of:

- ▶ Verbal aggressiveness
- ▶ Rejection
- ▶ Metacommunication
- ▶ Insensitivity

ANS: Metacommunication

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

Which of the following is the most powerful nonverbal cue?

- ▶ Silence
- ▶ Touch
- ▶ Eye contact
- ▶ Facial expression

ANS: Touch

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

Transactional Analysis is supported by the philosophy that:

- ▶ People can change
- ▶ We all have a right to be in the world and be accepted
- ▶ Quality of work life can be improved
- ▶ All of the given options

ANS: All of the given options

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

Which period/century is labeled as the "Century of Democracy"?

- ▶ Renaissance period
- ▶ 19th century
- ▶ 20th century
- ▶ 21st century

ANS: 20th century

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

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

- ▶ Reward power

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- ▶ Coercive power
- ▶ Legitimate power
- ▶ Expert power

ANS: Expert power

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

Which of the following power arises because of a person's desirable resources or personal traits?

- ▶ Reward power
- ▶ Coercive power
- ▶ Referent power
- ▶ Expert power

ANS: Coercive power

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

Which stage of group development is characterized by intragroup conflict?

- ▶ Norming
- ▶ Storming
- ▶ Adjourning
- ▶ Forming

ANS: Storming

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

Which of the following is true about a group?

- ▶ Interacting individuals who come together to achieve particular goals
- ▶ Interdependent individuals who come together to achieve particular goals
- ▶ Interacting and interdependent individuals who come together to achieve particular goals
- ▶ Two or more interacting and interdependent individuals

ANS: Interacting and interdependent individuals who come together to achieve particular goals

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

Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:

- ▶ Increasing
- ▶ Decreasing
- ▶ Constant
- ▶ Facing big change

ANS: Decreasing

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

Which of the following is NOT an aspect of Sustainable Human Development?

- ▶ Empowerment
- ▶ Responsiveness
- ▶ Sustainability
- ▶ Equity

ANS: Responsiveness

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

Governance is a process of:

- ▶ Decision making and decision implementing
- ▶ Decision implementing and decision monitoring
- ▶ Decision making and decision processing
- ▶ Decision making and decision monitoring

ANS: Decision making and decision implementing

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

"Doing an activity or behavior voluntarily for its own sake, for the inherent satisfaction and pleasure derived from participation" well defines:

- ▶ Intrinsic Motivation
- ▶ Extrinsic Motivation
- ▶ Conscientiousness
- ▶ Machiavellianism

ANS: Intrinsic Motivation

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

The term "Gross National Happiness" was coined in:

- ▶ 1950
- ▶ 1965
- ▶ 1972
- ▶ 1985

ANS: 1972

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

If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?

- ▶ Carbohydrates
- ▶ Vitamins
- ▶ Fats

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► Proteins

ANS: Fats

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

Which of the following exercises do NOT maintain the increased heart rate for 20 or more minutes?

- Biking
- Swimming
- Aerobic dancing
- Yoga

ANS: Yoga

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

Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?

- Self-managed Team
- Functional team
- Cross functional team
- Virtual team

ANS: Self-managed Team

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

Hertzberg's theory does not include:

- Satisfiers
- Hygiene factors
- Equity
- Job content factors

ANS: Equity

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

When full-time production employees work for "10-hour days" each week, their company is using _____.

- Flextime
- Telecommuting
- Job sharing
- A compressed workweek

ANS: A compressed workweek

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

_____ is communication that is vocal but does not use words.

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- ▶ Haptics
- ▶ Paralanguage
- ▶ Non verbal
- ▶ Verbal

ANS: Paralanguage

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

The fact that we may receive several nonverbal messages at once, it indicates that nonverbal communication is:

- ▶ Ambiguous
- ▶ Distracting
- ▶ Multi-channeled
- ▶ Non-linguistic

ANS: Non-linguistic

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

Which of the following expressions is based on kinesthetic sub-modality?

- ▶ Junaid's room is in an apple-pie order
- ▶ She sung so well
- ▶ Ali was completely immersed to his mid-term exams
- ▶ Chinese food does not magnetize his taste

ANS: Junaid's room is in an apple-pie order

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

Which one of the following is the modalities of Neuro-linguistic programming?

- ▶ Artifacts
- ▶ Chronemics
- ▶ Kinesthetic
- ▶ Haptics

ANS: Artifacts

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

To feel angry at some one corresponds to:

- ▶ Attitude
- ▶ Behaviour
- ▶ Skill
- ▶ Knowledge

ANS: Attitude

Question No: 29 (Marks: 3)

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Give any three common expressions based on Visual sub modalities.

Question No: 30 (Marks: 3)

What are the ingredients of a balanced diet?

Question No: 31 (Marks: 5)

Can we say the Poverty as a critical problem of HRD? Discuss why or why not.

Question No: 32 (Marks: 5)

Identify any five Prerequisites of Organizational Democracy.

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MIDTERM EXAMINATION

Fall 2010

HRM627 - Human Resource Development

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

If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?

- ▶ Appreciates him
- ▶ Like him
- ▶ Does not like him
- ▶ Starts fighting with him

ANS: Does not like him

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

The ability to manage one's own emotions and impulses is called:

- ▶ Self-awareness
- ▶ Self-motivation
- ▶ Self-management
- ▶ Self monitoring

ANS: Self-management

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

Which of the following is the most extensively researched trait of Big five model?

- ▶ Conscientiousness
- ▶ Emotional stability
- ▶ Extraversion
- ▶ Agreeableness

ANS: Agreeableness

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

The positive pole of extraversion includes all of the following, EXCEPT:

- ▶ Sociability
- ▶ Assertiveness
- ▶ Logical
- ▶ Gregarious

ANS: Logical

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

Which of the following does not come under the negative pole of agreeableness?

- ▶ Hostility
- ▶ Warm
- ▶ Disdainful

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- ▶ Bossy

ANS: Warm

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

Asking someone the meaning of his statement is an example of:

- ▶ Verbal aggressiveness
- ▶ Rejection
- ▶ Metacommunication
- ▶ Insensitivity

ANS: Metacommunication

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

Which of the following is the most powerful nonverbal cue?

- ▶ Silence
- ▶ Touch
- ▶ Eye contact
- ▶ Facial expression

ANS: Touch

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

Transactional Analysis is supported by the philosophy that:

- ▶ People can change
- ▶ We all have a right to be in the world and be accepted
- ▶ Quality of work life can be improved
- ▶ All of the given options

ANS: All of the given options

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

Which period/century is labeled as the "Century of Democracy"?

- ▶ Renaissance period
- ▶ 19th century
- ▶ 20th century
- ▶ 21st century

ANS: 20th century

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

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

- ▶ Reward power
- ▶ Coercive power
- ▶ Legitimate power
- ▶ Expert power

ANS: Expert power

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

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Which of the following power arises because of a person's desirable resources or personal traits?

- ▶ Reward power
- ▶ Coercive power
- ▶ Referent power
- ▶ Expert power

ANS: Coercive power

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

Which stage of group development is characterized by intragroup conflict?

- ▶ Norming
- ▶ Storming
- ▶ Adjourning
- ▶ Forming

ANS: Storming

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

Which of the following is true about a group?

- ▶ Interacting individuals who come together to achieve particular goals
- ▶ Interdependent individuals who come together to achieve particular goals
- ▶ Interacting and interdependent individuals who come together to achieve particular goals
- ▶ Two or more interacting and interdependent individuals

ANS: Interacting and interdependent individuals who come together to achieve particular goals

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

Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:

- ▶ Increasing
- ▶ Decreasing
- ▶ Constant
- ▶ Facing big change

ANS: Decreasing

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

Which of the following is NOT an aspect of Sustainable Human Development?

- ▶ Empowerment
- ▶ Responsiveness
- ▶ Sustainability
- ▶ Equity

ANS: Responsiveness

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

Governance is a process of:

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- ▶ Decision making and decision implementing
- ▶ Decision implementing and decision monitoring
- ▶ Decision making and decision processing
- ▶ Decision making and decision monitoring

ANS: Decision making and decision implementing

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

"Doing an activity or behavior voluntarily for its own sake, for the inherent satisfaction and pleasure derived from participation" well defines:

- ▶ Intrinsic Motivation
- ▶ Extrinsic Motivation
- ▶ Conscientiousness
- ▶ Machiavellianism

ANS: Intrinsic Motivation

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

The term "Gross National Happiness" was coined in:

- ▶ 1950
- ▶ 1965
- ▶ 1972
- ▶ 1985

ANS: 1972

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

If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?

- ▶ Carbohydrates
- ▶ Vitamins
- ▶ Fats
- ▶ Proteins

ANS: Fats

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

Which of the following exercises do NOT maintain the increased heart rate for 20 or more minutes?

- ▶ Biking
- ▶ Swimming
- ▶ Aerobic dancing
- ▶ Yoga

ANS: Yoga

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

Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?

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- ▶ Self-managed Team
- ▶ Functional team
- ▶ Cross functional team
- ▶ Virtual team

ANS: Self-managed Team

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

Hertzberg's theory does not include:

- ▶ Satisfiers
- ▶ Hygiene factors
- ▶ Equity
- ▶ Job content factors

ANS: Equity

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

When full-time production employees work for "10-hour days" each week, their company is using _____.

- ▶ Flextime
- ▶ Telecommuting
- ▶ Job sharing
- ▶ A compressed workweek

ANS: A compressed workweek

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

_____ is communication that is vocal but does not use words.

- ▶ Haptics
- ▶ Paralanguage
- ▶ Non verbal
- ▶ Verbal

ANS: Paralanguage

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

The fact that we may receive several nonverbal messages at once, it indicates that nonverbal communication is:

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- ▶ Distracting
- ▶ Multi-channeled
- ▶ Non-linguistic

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► Chinese food does not magnetize his taste

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

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Identify any five Prerequisites of Organizational Democracy.

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MIDTERM EXAMINATION

Spring 2010

MGMT625- Change Management (alt. code=HRM625)

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

"Learning that creates stability and culture is different from the learning that enables organizations to innovate as they encounter changing conditions in both their external and internal environment." Which of the following experts gave above mentioned concept?

► **Schein Correct**

- Charles
- Toffler
- Schon

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

A systematic approach to deal with change, both from the perspective of an organization and on the individual level is called:

► **Change management Correct**

- Management
- Conflict management
- Crisis management

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

In McKinsey 7-S framework for business success, how the employees think and behave is termed as:

► **Staff Correct**

- Strategy
- Structure
- Style

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

Which of the following is NOT a stage in Kurt Lewin's famous three-stage prescriptive model of change that was developed in the 1950s?

- Refreezing attitudes
- Melting resistance
- Unfreezing current attitudes
- **Moving to a new level Correct**

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

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Which of the following statement describes logical incrementalism in terms of strategy development?

▶ **The deliberate development of strategy by experimentation and learning from partial commitments Correct**

▶ The utilization by top managers of a mixture of formal and informal social and political processes

▶ Systematized, step-by-step, chronological procedures to develop or coordinate an organization's strategy

▶ Experimentation with side bet ventures and allowing developments to emerge from subsystems

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

Transactional leadership has which of the following characteristics?

▶ Seeks to pick up the mood of the audience

▶ **Takes the view that rewards and punishment motivate staff Correct**

▶ Seeks to involve staff in the decision making process

▶ Believes success arises from leaders and staff working together

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

Which of the following is an organizational culture in which people have clearly delegated authorities within a highly defined structure?

▶ Power culture

▶ Role culture

▶ **Task culture Correct**

▶ Person culture

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

Which of the following is an organizational culture in which all individuals believe themselves superior to the organization?

▶ Power culture

▶ **Role culture Correct**

▶ Task culture

▶ Person culture

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

Which of the following theories follows prescribed modality?

▶ **Dialectical theories Correct**

▶ Life cycle theories

▶ Teleological theories

▶ Management theories

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

Introduction of new training program in an organization in order to enhance productivity level refers to which of the following?

- ▶ Missionary phase
- ▶ **Modification phase Correct**
- ▶ Maturity phase
- ▶ Declining phase

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

Which of the following theories establishes that "Goal is considered as a final cause for guiding movement of an entity"?

- ▶ Life cycle theory
- ▶ Teleological theory
- ▶ Dialectical theory
- ▶ **Evolutionary theory Correct**

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

Which one of the following theories states that "Every phenomenon contains a contradiction within it"?

- ▶ Life cycle theory
- ▶ Teleological theory
- ▶ **Dialectical theory Correct**
- ▶ Evolutionary theory

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

Which of the following occurs in an organization principally through the competition of scarce resources?

- ▶ Variation
- ▶ **Selection Correct**
- ▶ Retention
- ▶ Deviation

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

What does the acronym TQM stand for?

- ▶ Total Quality Manufacturing
- ▶ Total Quality Measurement
- ▶ **Total Quality Management Correct**
- ▶ Total Quantitative Method

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

Identify a theory according to which environment plays decisive role in the selection of forms, processes and practices in organization.

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- ▶ Life cycle theory
- ▶ **Teleological theory Correct**
- ▶ Dialectical theory
- ▶ Evolutionary theory

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

Which of the following is a major benefit of quality management movement?

- ▶ It is based on discontinuous processes
- ▶ **It forces organizations to continue the evolution Correct**
- ▶ It focuses on drastic changes
- ▶ It discourages innovation

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

According to Levinthal, an incremental change in an organizational routine in response to feedback about outcome refers to:

- ▶ Learning
- ▶ **Adaptation Correct**
- ▶ Selection
- ▶ Retention

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

Which of the following is an internal source of structural inertia?

- ▶ **Sunk cost Correct**
- ▶ New technology
- ▶ Government regulations
- ▶ Social legitimacy

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

Identify a scholar who defined specie as "a form of organization that exists through generations of individual organizations which are members of the specie".

- ▶ Weber
- ▶ Hannan
- ▶ McKelvey
- ▶ **Taylor Correct**

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

Actions which can be seen as spreading from one organization to another are known as:

- ▶ Learning
- ▶ Contagion
- ▶ Adaptation
- ▶ **Flexibility Correct**

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

When the organization has become too large and complex to be managed through formal programs and rigid systems, which of the following crisis is created?

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Control crisis ►

Autonomy crisis Correct ►

Leadership crisis ►

Red tape crisis ►

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

Which of the following is NOT a characteristic of the period of direction phase?

Incentives, budgets and work standards are adopted ►

Accounting systems for inventory and purchase are introduced ►

Communication is frequent and informal within organization Correct ►

Communication becomes more formal and impersonal ►

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

"Same organizational practices are not maintained throughout a long time span". This refers to which of the following dimensions of Greiner's model?

Age of organization Correct ►

Growth rate of the industry ►

Size of the organization ►

Structure of the organization ►

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

Application of standard operating procedures refers to:

► **Rule following Correct**

Problem solving ►

Decision making ►

Learning process ►

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

Identify the term which describes "the ways of organizing that are defined as right and proper by both members and relevant sectors of the environment".

► **Normative Order Correct**

Formal structure ►

Patterns of activity ►

Span of control ►

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

Which one of the following strategies refers to slow, gradual and incremental type of change in terms of strategic management?

Internal development ►

External development ►

► **Revolutionary development Correct**

Radical development ►

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

Kurt Lewin's three-step model for successful change in organizations includes:

Refreeze, move and unfreeze ►

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Unfreeze, move and freeze ►

Unfreeze, change and refreeze Correct ►

Change, refreeze and unfreeze ►

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

In terms of strategy development, logical incrementalism refers to:

► **The deliberate development of strategy by experimentation and learning from partial commitments Correct**

The utilization by top managers of a mixture of formal and informal social and political processes to draw together an emerging pattern of strategies from these subsystems ►

Systematized, step-by-step, chronological procedures to develop or coordinate an organization's strategy ►

Experimentation with side bet ventures and allowing developments to emerge from subsystems ►

Question No: 29 (Marks: 3)

How did a scholar, Winter, relate quality management movement (QMM) to evolutionary theory of change?

Ans:

Mr. Winter relate the QMM to evolutionary theory of change.

According to that,

- 1- Systematic routines can give the result in producing opportunities for more improvement.
- 2- Firms are not coming from books, these are coming from evolution and hitorieis.

Question No: 30 (Marks: 3)

List down some of the features of 'Coordination phase'.

Ans: Feature are

In this phase

- 1- Decisions related expenditures are carefully decided.
- 2- High managerial staff hired at head office to have good check and balance on line managers.
- 3- Return on Investment is an important key in this phase and every product is treated as investment.

Question No: 31 (Marks: 5)

How can you distinguish between devil's advocacy and dialectical inquiry process?

Ans:

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Devil's Advocacy Process:

In this process, planners present their recommendations and managers take decision as role of devil advocate. The focus is on that what is going wrong with plan and what actions can be taken to get on plan.

Dialectical Inquiry process

Every one has unique knowledge and seeking for consensus for activity. Every one share his discussion to get good results.

Question No: 32 (Marks: 5)

Explain competency multiplier with the help of an example.

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FINALTERM EXAMINATION

Spring 2010

MGMT628- Organizational Development

(alt. code=HRM628) (Session - 3)

Time: 90 min

Marks: 69

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

In under organized organizations which of the following factors is not present?

- ▶ Too little constraint or regulation for effective task performance
- ▶ Communication is fragmented
- ▶ Job responsibilities are ambiguous
- ▶ Conflicts are avoided

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

Which of the following problem is associated with external practitioners of organization development?

- ▶ Unfamiliarity with internal culture and technologies used
- ▶ Lack of specialized skills
- ▶ Lack of objectivity
- ▶ Lack of degree of influence and status in client system

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

Internal consultants of organization development are members of the organization and often are located in which department of organization?

- ▶ Human resources
- ▶ Finance
- ▶ Research and development
- ▶ Information technology

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

When OD practitioners try to implement inter ventions for which they are not skilled or when the client attempts a change for which he is not ready then which of the following ethical dilemmas can occur?

- ▶ Technical Ineptness
- ▶ Value and Goal Conflict
- ▶ Coercion
- ▶ Misuse of Data

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

In which of the following ethical dilemmas organization members are forced to participate in an OD in tervention.

- ▶ Technical Ineptness
- ▶ Value and Goal Conflict

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- ▶ Coercion
- ▶ Misuse of Data

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

Which of the following ethical dilemma is likely to occur in the entering and contracting phases of planned change when the initial consulting relationship is being established?

- ▶ Misrepresentation
- ▶ Coercion
- ▶ Misuse of Data
- ▶ Value and Goal Conflict

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

Which of the following is the second level in an organization having open system?

- ▶ Strategy and structure of organization
- ▶ Group designs
- ▶ Individual job design
- ▶ Ways of doing job

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

Which of the following is the lowest level in an organization having open system?

- ▶ Strategy and structure of organization
- ▶ Group designs
- ▶ Individual job design
- ▶ Norms and work schedule

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

Task-related activities are involved in which of the following design components of group?

- ▶ Goal clarity
- ▶ Task structure
- ▶ Group composition
- ▶ Group functioning

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

Building a data-collection contract can ensure that organization members provide:

- ▶ A good chance of promotion for practitioner
- ▶ Honest, reliable, and complete information
- ▶ Reliable but restricted amount of information
- ▶ A help in strategy making

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

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Which of the following technique has two way communications?

- Questionnaires ►
- Interviews ►
- Observations ►
- Unobtrusive measures ►

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

Sensitivity to pressures for change can work as an indicator of which of the following?

- Capability to change ►
- Readiness to change ►
- Acceptance of applied change ►
- Dissatisfaction with applied change ►

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

"Heavy foreign competition" can be used for which of the following methods to generate sufficient dissatisfaction to produce change?

- Creating pressure for change ►
- Revealing discrepancies between current and desired states ►
- Conveying credible positive expectation for the change ►
- Starting communication for change ►

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

One of the most frustrating aspects of managing change is:

- Empathy and support ►
- Communication ►
- Participation and involvement ►
- Creating pressure for change ►

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

Group interventions aimed at contents includes which of the following?

- Relationships between and among group members ►
- Problem solving and decision making ►
- The identity and purpose of the group ►
- Group membership ►

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

Which of the following can help third-party consultants in achieving productive dialogue between the disputants?

- Providing open and clear forms of communication ►
- Avoiding the conflict ►
- Ignoring the dispute ►
- Producing tension and sense of urgency ►

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

People working in marketing department of an organization are example of which of the following?

- Natural work team ►
- Temporary task team ►
- Project groups ►
- Special assignment teams ►

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

Team building is MOST important in which of the following type of industries?

- Emerging ►
- Fast growing ►
- Stable ►
- Stagnant ►

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

Which of the following is among the earliest organization wide process intervention approaches to OD?

- Organization confrontation meeting ►
- Inter-group relations ►
- The large-group intervention ►
- Grid Organization Development ►

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

Radically redesigns the organization's core work processes is called:

- Restructuring ►
- Reengineering ►
- Downsizing ►
- Rightsizing ►

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

Organization effectiveness depends on the extent to which its structures are responsive to all of the following factors EXCEPT:

- Environment ►
- Organization size ►
- Technology ►
- Customer base ►

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

All of the following are the advantages of network based form of organizational structure EXCEPT:

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Creates a “best-of-the-best” organization to focus resources on customer and market needs ►

Enables each organization to leverage a distinctive competency ►

Permits rapid global expansion ►

Managing lateral relations across autonomous ►

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

Which of the following is aimed at culture change?

Workforce reduction ►

Organization redesign ►

Systemic redesign ►

Process redesign ►

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

Which of the following is the name of committee that are created during the project start-up phase and comprises key representatives from management?

Multiple-level committee ►

Ad hoc committee ►

External consultants committee ►

Steering committee ►

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

Which of the following describes the shift in product life cycle?

Organizational change ►

Transformational change ►

Network change ►

Environmental change ►

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

Which of the following method is aimed at identifying stress symptoms so that corrective action can be taken?

Health Profiling ►

Charting Stressors ►

Role Clarification ►

Supportive Relationships ►

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

Which of the following are aimed at the process, content, or structure of the group.

Group intervention ►

Individual intervention ►

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Basic process intervention ►

Process intervention ►

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

_____ is to compare results in the intervention situation with those in another situation where no such change has taken place.

Comparison unit ►

Longitudinal measurement ►

Statistical analysis ►

Diagnosis analysis ►

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

In which of the following consulting models, the leader hires a consultant to obtain the information and make a report, often including recommendations for action ?

► Purchase of Expertise Model

► Doctor-patient Model

► Process Consultation Model

► Organization model

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

Which type of structure should be used in an ideal organization?

► Rigid

► Flexible

► Tall

► Small

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

The life cycle of resistance to change consists of five phases. In which phase the people can openly criticized, ridiculed, and persecuted the person or group who see the need for change?

► First Phase

► Second Phase

► Third Phase

► Fourth Phase

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

In which phase of life cycle of resistance to change, the change agent can face maximum confrontation?

► First Phase

► Second Phase

► Third Phase

► Fourth Phase

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

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There are two distinct types of OD evaluation: first "Guide the implementation of interventions" and second is:

- ▶ Assess the overall impact of intervention
- ▶ Assess the need of intervention
- ▶ Assess the compatibility of intervention
- ▶ All of the given options

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

If an organization desires that the group should be effective than task-related activities are needed. Which of following is the example of task-related activities?

- ▶ Coordinating
- ▶ Elaborating
- ▶ Evaluating
- ▶ All of the given options

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

In transactional management style, manager tries to develop which of the following?

- ▶ Skills
- ▶ Processes
- ▶ Careers
- ▶ Abilities

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

If organizations want to redesign their structures into more integrative and flexible forms then which of the following structures suits best?

- ▶ Functional structure
- ▶ Network structure
- ▶ Self-contained unit
- ▶ Matrix structure

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

The information regarding different features of interventions and their immediate effect is derived from which of the following?

- ▶ Evaluation Feedback
- ▶ Implementation Feedback
- ▶ Initial Diagnose
- ▶ Problem Feedback

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

Which of the following may NOT be considered as outcome variable for an organization?

- ▶ Performance
- ▶ Satisfaction
- ▶ Autonomy

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- ▶ Absenteeism

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

In which of the organizational structure, high involvement of employees is possible.

- ▶ Flat Structure
- ▶ Grid Structure
- ▶ Long Span of Control
- ▶ All structures are compatible

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

Which of the following statements is NOT true?

- ▶ TQM may not be part of OD program. OD program may include TQM as one of techniques.
- ▶ OD practitioners view organization problems as having a variety of causes with no predefined solutions.
- ▶ OD and TQM both view people as having inherent desire to contribute in meaningful ways
- ▶ TQM and OD both have similar values because both believe in low employee involvement?

Question No: 41 (Marks: 1) - Please choose one

Formula to determine motivating potential of job is_____.

- ▶ Job Meaningfulness + Autonomy + Job Feedback
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Which of the following stage is concerned with leaving a career ?

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- ▶ Withdrawal stage

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Which of the following distinct career stages is extended for longest period?

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Change in following four parameters of every organization remains durable but it varies from one to other parameter. Which parameter is durable for short-term?

- ▶ Infrastructure
- ▶ Physical
- ▶ Culture
- ▶ Behavior

Question No: 45 (Marks: 1) - Please choose one

Under which of following diagnoses approach of culture, OD practitioner find that people generally take cultural assumptions for granted and rarely speak of them directly.

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- ▶ Market Culture

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To become learning organization, an organization must increase the size of which of the following?

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Question No: 49 (Marks: 3)

Discuss the function of quality of work life.

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What is the purpose of collective response for an organization?

Question No: 51 (Marks: 5)

Discuss the significance of inter-group relations interventions?

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How would you differentiate vertical market network from inter market network?

Question No: 53 (Marks: 5)

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MIDTERM EXAMINATION

Spring 2010

MGMT628- Organizational Development (alt. code=HRM628) (Session - 6)

Time: 60 min

Marks: 44

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

Which of the following statement is NOT true about Organizational Development (OD)?

- ▶ OD is based on behavioral science knowledge and practices
- ▶ OD includes micro and macro concepts
- ▶ **OD tends to neglect personal and social characteristics of a system**
- ▶ OD includes strategy and organizational design

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

A structural/ behavioral focus is required to bring which change in the organizations?

- ▶ Quantitative
- ▶ Qualitative
- ▶ Cultural
- ▶ **Rapid**

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

Improving the health of the organization is called:

- ▶ Change
- ▶ Efficiency
- ▶ Effectiveness
- ▶ **Development**

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

Which of the following is the characteristic of effective organization?

Centralized decision making ▶

Minimum amount of inappropriate win/lose activities between individuals and groups ▶

Low conflict about tasks and projects ▶

High energy spent in clashing over interpersonal difficulties ▶

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

In which approach the organization is viewed as a set of processes that can be linked to the quality of products and services, modeled through statistical techniques and improved continuously?

Laboratory training ▶

Survey feed back ▶

Participative management ▶

Quality of work life ▶

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Question No: 6 (Marks: 1) - Please choose one
Culture is created and reinforced on:

- ▶ The time of hiring an employee
- ▶ The time of starting a new venture
- ▶ **Daily basis through different methods**
- ▶ Yearly basis and adjusted with the changing external environment

Question No: 7 (Marks: 1) - Please choose one
Which of the following change model conceives the change as a modification of some forces that keep a system's behavior stable?

- ▶ **Lewin's Change Model**
- ▶ Action research model
- ▶ General model of change
- ▶ None of the given options

Question No: 8 (Marks: 1) - Please choose one
In Lewin's change model, shifting the departments or individuals to a new level represents which of the following steps?

- ▶ Problem identification
- ▶ Unfreezing
- ▶ **Moving**
- ▶ Refreezing

Question No: 9 (Marks: 1) - Please choose one
_____ is the process of taking the new, changed way of doing things and making it fit comfortably into one's total self-concept.

- ▶ **Personal refreezing**
- ▶ Relational refreezing
- ▶ Disconfirmation
- ▶ Personal unfreezing

Question No: 10 (Marks: 1) - Please choose one
"Bonus on the basis of new feedback system" is an example of which of the following?

- ▶ Personal refreezing
- ▶ **System refreezing**
- ▶ Personal unfreezing
- ▶ System unfreezing

Question No: 11 (Marks: 1) - Please choose one
In under organized organizations which of the following factors is not present?

- ▶ Too little constraint or regulation for effective task performance
- ▶ Communication is fragmented

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- ▶ Job responsibilities are ambiguous
- ▶ **Conflicts are avoided**

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

Which of the following problem is associated with internal practitioners of organization development?

- ▶ **Unfamiliarity with internal culture and technologies used**
- ▶ Lack of specialized skills
- ▶ Greater degree of influence than external practitioners
- ▶ Less freedom of operations

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

Which of the following is not necessary to be exhibited in a successful change practitioner?

- ▶ Empathy
- ▶ **Straight forwardness**
- ▶ Knowledge of the theories
- ▶ Methods within the consultant's own discipline

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

In which of the following ethical dilemma, the purpose of the change effort is not clear and the client / practitioner disagree over how to achieve the goals?

- ▶ Technical Ineptness
- ▶ **Value and Goal Conflict**
- ▶ Coercion
- ▶ Misuse of Data

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

In which of the following ethical dilemmas organization members are forced to participate in an OD intervention.

- ▶ Technical Ineptness
- ▶ Value and Goal Conflict
- ▶ **Coercion**
- ▶ Misuse of Data

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

When seeking help from organization practitioner, organization typically starts with which of the following?

- ▶ Ways of implementing change
- ▶ Evaluating the change
- ▶ **Presenting problem**
- ▶ Planning change

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

In development oriented diagnosis, managers are involved in organization development process in which of the following situations?

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- ▶ When the organization is not facing a problem
- ▶ When the organization is facing small problems
- ▶ **When the organization is facing small but not significant problems**
- ▶ When the organization is facing major problems

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

"Employees of company ABC are free to adopt their own methods to achieve final goals". This is an example of which of the following task structure?

- ▶ Mutually supported tasks
- ▶ **Interdependent tasks**
- ▶ Mutually exclusive tasks
- ▶ Self regulatory tasks

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

Group-maintenance functions are involved in which of the following design components of group?

- ▶ Goal clarity
- ▶ Task structure
- ▶ Group composition
- ▶ **Group functioning**

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

Which of the following is NOT the major input that affects job design?

- ▶ Organization design
- ▶ Group design
- ▶ The personal characteristics of job holders
- ▶ **The nature of job**

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

All of the following can have a powerful impact on the way jobs are designed EXCEPT:

- ▶ Technology
- ▶ Structure
- ▶ Measurement systems
- ▶ **Experiences of members**

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

"How are the data to be analyzed?" This question should be asked at which stage of diagnosis?

- ▶ Before selecting sample
- ▶ Before selecting data collection methods
- ▶ After collecting data
- ▶ **Before analysis of data**

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

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The extent to which intervention enhances the organization's capacity to manage change refers to which of the following major criteria of effective intervention?

- ▶ The extent to which it fits the needs of the organization
- ▶ The degree to which it is based on causal knowledge of intended outcomes
- ▶ **The extent to which it transfers change-management competence to organization members**
- ▶ The extent to which it fits the needs of the individuals

Question No: 24 (Marks: 1) - Please choose one
Communication, problem solving, group decision making, and leadership are included in which type of interventions?

- ▶ **Human process interventions**
- ▶ Human resources interventions
- ▶ Technology and structure interventions
- ▶ Strategic interventions

Question No: 25 (Marks: 1) - Please choose one
Finding solution of being over budget and behind schedule on a major project is an example of which of the following consulting models?

- ▶ Purchase of Expertise Model
- ▶ **Doctor-patient Model**
- ▶ Process Consultation Model
- ▶ Organization model

Question No: 26 (Marks: 1) - Please choose one
Which of the following consulting models encourages greater collaboration between clients and consultants, engages the resources and talents of the clients, and strengthens clients' abilities to improve their work processes?

- ▶ Purchase of Expertise Model
- ▶ Doctor-patient Model
- ▶ **Process Consultation Model**
- ▶ Organization model

Question No: 27 (Marks: 1) - Please choose one
Efficiency is emphasized in which of the following organization development practicing style?

- ▶ The Stabilizer Style
- ▶ The Cheerleader Style
- ▶ **The Analyzer Style**
- ▶ The Pathfinder Style

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

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A manager is using organization development to find reasons for failure of a particular method adopted for resource allocation to different departments, then he is using which of the following types of organizational diagnosis?

- ▶ Development oriented diagnosis
- ▶ **Problem oriented diagnosis**
- ▶ Intervention oriented diagnosis
- ▶ Management oriented diagnosis

Question No: 29 (Marks: 3)

Discuss "Open systems in organizations".

Question No: 30 (Marks: 3)

"Measurement systems are methods of gathering, assessing, and disseminating information on the activities of groups and individuals in organizations". Discuss

Question No: 31 (Marks: 5)

What are T-groups and process consultation in human process interventions? Discuss in detail.

Question No: 32 (Marks: 5)

What is difference between external and internal consultant at the stage of diagnosis?

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FINAL TERM EXAMINATION

Spring 2010

MGMT628- Organizational Development (alt. code=HRM628) (Session - 3)

Time: 90 min

Marks: 69

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

In under organized organizations which of the following factors is not present?

- ▶ Too little constraint or regulation for effective task performance
- ▶ Communication is fragmented
- ▶ Job responsibilities are ambiguous
- ▶ Conflicts are avoided

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

Which of the following problem is associated with external practitioners of organization development?

- ▶ Unfamiliarity with internal culture and technologies used
- ▶ Lack of specialized skills
- ▶ Lack of objectivity
- ▶ Lack of degree of influence and status in client system

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

Internal consultants of organization development are members of the organization and often are located in which department of organization?

- ▶ Human resources
- ▶ Finance
- ▶ Research and development
- ▶ Information technology

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

When OD practitioners try to implement interventions for which they are not skilled or when the client attempts a change for which he is not ready then which of the following ethical dilemmas can occur?

- ▶ Technical Ineptness
- ▶ Value and Goal Conflict
- ▶ Coercion
- ▶ Misuse of Data

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

In which of the following ethical dilemmas organization members are forced to participate in an OD intervention.

- ▶ Technical Ineptness
- ▶ Value and Goal Conflict
- ▶ Coercion
- ▶ Misuse of Data

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

Which of the following ethical dilemma is likely to occur in the entering and contracting phases of planned change when the initial consulting relationship is being established?

- ▶ Misrepresentation
- ▶ Coercion
- ▶ Misuse of Data
- ▶ Value and Goal Conflict

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

Which of the following is the second level in an organization having open system?

- ▶ Strategy and structure of organization
- ▶ Group designs
- ▶ Individual job design
- ▶ Ways of doing job

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

Which of the following is the lowest level in an organization having open system?

- ▶ Strategy and structure of organization
- ▶ Group designs
- ▶ Individual job design
- ▶ Norms and work schedule

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

Task-related activities are involved in which of the following design components of group?

- ▶ Goal clarity
- ▶ Task structure
- ▶ Group composition
- ▶ Group functioning

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

Building a data-collection contract can ensure that organization members provide:

- ▶ A good chance of promotion for practitioner
- ▶ Honest, reliable, and complete information
- ▶ Reliable but restricted amount of information
- ▶ A help in strategy making

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

Which of the following technique has two way communications?

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Questionnaires ►
Interviews ►
Observations ►
Unobtrusive measures ►

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

Sensitivity to pressures for change can work as an indicator of which of the following?

Capability to change ►
Readiness to change ►
Acceptance of applied change ►
Dissatisfaction with applied change ►

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

"Heavy foreign competition" can be used for which of the following methods to generate sufficient dissatisfaction to produce change?

Creating pressure for change ►
Revealing discrepancies between current and desired states ►
Conveying credible positive expectation for the change ►
Starting communication for change ►

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

One of the most frustrating aspects of managing change is:

Empathy and support ►
Communication ►
Participation and involvement ►
Creating pressure for change ►

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

Group interventions aimed at contents includes which of the following?

Relationships between and among group members ►
Problem solving and decision making ►
The identity and purpose of the group ►
Group membership ►

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

Which of the following can help third-party consultants in achieving productive dialogue between the disputants?

Providing open and clear forms of communication ►
Avoiding the conflict ►
Ignoring the dispute ►
Producing tension and sense of urgency ►

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

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People working in marketing department of an organization are example of which of the following?

- Natural work team ►
- Temporary task team ►
- Project groups ►
- Special assignment teams ►

Question No: 18 (Marks: 1) - Please choose one
Team building is MOST important in which of the following type of industries?

- Emerging ►
- Fast growing ►
- Stable ►
- Stagnant ►

Question No: 19 (Marks: 1) - Please choose one
Which of the following is among the earliest organization wide process intervention approaches to OD?

- Organization confrontation meeting ►
- Inter-group relations ►
- The large-group intervention ►
- Grid Organization Development ►

Question No: 20 (Marks: 1) - Please choose one
Radically redesigns the organization's core work processes is called:

- Restructuring ►
- Reengineering ►
- Downsizing ►
- Rightsizing ►

Question No: 21 (Marks: 1) - Please choose one
Organization effectiveness depends on the extent to which its structures are responsive to all of the following factors EXCEPT:

- Environment ►
- Organization size ►
- Technology ►
- Customer base ►

Question No: 22 (Marks: 1) - Please choose one
All of the following are the advantages of network based form of organizational structure EXCEPT:

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Creates a “best-of-the-best” organization to focus resources on customer and market needs ►

Enables each organization to leverage a distinctive competency ►

Permits rapid global expansion ►

Managing lateral relations across autonomous ►

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

Which of the following is aimed at culture change?

Workforce reduction ►

Organization redesign ►

Systemic redesign ►

Process redesign ►

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

Which of the following is the name of committee that are created during the project start-up phase and comprises key representatives from management?

Multiple-level committee ►

Ad hoc committee ►

External consultants committee ►

Steering committee ►

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

Which of the following describes the shift in product life cycle?

Organizational change ►

Transformational change ►

Network change ►

Environmental change ►

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

Which of the following method is aimed at identifying stress symptoms so that corrective action can be taken?

Health Profiling ►

Charting Stressors ►

Role Clarification ►

Supportive Relationships ►

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

Which of the following are aimed at the process, content, or structure of the group.

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- Group intervention ►
- Individual intervention ►
- Basic process intervention ►
- Process intervention ►

Question No: 28 (Marks: 1) - Please choose one
_____ is to compare results in the intervention situation with those in another situation where no such change has taken place.

- Comparison unit ►
- Longitudinal measurement ►
- Statistical analysis ►
- Diagnosis analysis ►

Question No: 29 (Marks: 1) - Please choose one
In which of the following consulting models, the leader hires a consultant to obtain the information and make a report, often including recommendations for action ?

- Purchase of Expertise Model
- Doctor-patient Model
- Process Consultation Model
- Organization model

Question No: 30 (Marks: 1) - Please choose one
Which type of structure should be used in an ideal organization?

- Rigid
- Flexible
- Tall
- Small

Question No: 31 (Marks: 1) - Please choose one
The life cycle of resistance to change consists of five phases. In which phase the people can openly criticized, ridiculed, and persecuted the person or group who see the need for change?

- First Phase
- Second Phase
- Third Phase
- Fourth Phase

Question No: 32 (Marks: 1) - Please choose one
In which phase of life cycle of resistance to change, the change agent can face maximum confrontation?

- First Phase
- Second Phase
- Third Phase

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► Fourth Phase

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- Assess the need of intervention
- Assess the compatibility of intervention
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- ▶ Organization's Vision
- ▶ Organization's Interdependence
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The organizations that provide employment security (ES) have which of the following orientation because ES is considered as important factor for the success of an organization.

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Discuss the function of quality of work life.

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Question No: 51 (Marks: 5)

Discuss the significance of inter-group relations interventions?

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MIDTERM EXAMINATION

Spring 2010

MGMT630- Knowledge Management (Session - 4)

Time: 60 min

Marks: 44

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

Which of these is **NOT** an element of technical knowledge and skill?

- ▶ Hardware
- ▶ System integration
- ▶ Software
- ▶ Network infrastructure correct

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

Following are the examples of intangible resources **EXCEPT**:

- ▶ Brand image
- ▶ Innovation
- ▶ Land Correct
- ▶ Copyrights

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

All of the following are the terms used interchangeably for global economy **EXCEPT**:

- ▶ Third Wave Economy
- ▶ Electronic Economy
- ▶ Third World Economy
- ▶ Developed Economy Correct

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

Which of the following are the organizations related to theatres, televisions, actors, singers under one title?

- ▶ Information industries
- ▶ Knowledge industries
- ▶ Ethics industries
- ▶ Arts industries correct

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

Which of the following is among the three core levers of strategy?

- ▶ Knowledge in products and services correct
- ▶ Organizational memory
- ▶ Knowledge in relationships

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- ▶ Knowledge assets

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

All of the following are the examples of knowledge databases **EXCEPT**:

- ▶ Products and technologies
- ▶ Customer's histories
- ▶ Best practices Correct
- ▶ Marketing strategies

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

Which of the following knowledge comprises all the insights, intuitions, and relational information we use to work with other people?

- ▶ Categorized knowledge
- ▶ Stored knowledge
- ▶ People knowledge Correct
- ▶ Immanent knowledge

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

The refining phase of knowledge management includes all of the following steps **EXCEPT**:

- ▶ **Contextualizing correct**
- ▶ Collaborating
- ▶ Filtering
- ▶ Projecting

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

Physical, cognitive and punctuation marks are examples of which of the following knowledge?

- ▶ Procedural knowledge correct
- ▶ Declarative knowledge
- ▶ Tacit knowledge
- ▶ Explicit knowledge

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

Reengineering shifts processes from one stage to another stage in a way which is more_____.

- ▶ Productive correct
- ▶ Monotonous
- ▶ Efficient
- ▶ Aggressive

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

IF mothers are women AND Sarah is a mother, THEN Sarah is a woman. This conclusion is based on which of the following reasoning?

- ▶ Analogy Reasoning correct
- ▶ Inductive Reasoning
- ▶ Deductive Reasoning
- ▶ Case–Based Reasoning

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

Which of the following statement refers to “shallow knowledge?”

- ▶ Knowledge based on the fundamental structure, function, and behavior of objects
- ▶ Readily recalled knowledge that resides in short-term memory correct
- ▶ Surface information that experts verbalize easily
- ▶ Knowledge used to create explicit knowledge

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

The branch of philosophy that studies the nature of knowledge, its presuppositions and foundations, and its extent and validity refers to which of the following term?

- ▶ Epistemological
- ▶ Ontological
- ▶ Sociological
- ▶ Psychological correct

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

Which of the following strategies focuses on developing new knowledge?

- ▶ Stock strategy
- ▶ Flow strategy
- ▶ Growth strategy
- ▶ Share strategy

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

Companies that offer customized products will fit in which of the following strategy?

- ▶ Codification strategy
- ▶ Personalization strategy
- ▶ Growth strategy Correct
- ▶ Stock strategy

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

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I have a problem and I am looking for someone in the organization who has knowledge that can solve my problem." In this situation according to the strategic school, management must have which of the following perspective?

- ▶ Information-based perspective Correct
- ▶ Technology-based perspective
- ▶ Culture-based perspective
- ▶ Structure-based perspective

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

Culture-based perspective is concerned with which of the following?

- ▶ Access to information
- ▶ Application of information technology
- ▶ Knowledge sharing Correct
- ▶ Application knowledge

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

Human capital is a general term that refers to all of the following resources that individuals directly contribute to an organization **EXCEPT**:

- ▶ Physical resources
- ▶ Knowledge resources
- ▶ Social resources
- ▶ Financial resources Correct

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

How can the organization's employees improve the competence of customers, suppliers and other stakeholders? This strategic question is asked in which of the following knowledge transfer?

- ▶ Knowledge transfers between individuals
- ▶ Knowledge transfers from individuals to external structure Correct
- ▶ Knowledge transfers from external structure to individuals
- ▶ Knowledge transfers from competence to internal structure

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

Which of the following is viewed as a tool to aid internal decisions and descriptions of the company's knowledge assets to the shareholders?

- ▶ Industrial capital reporting
- ▶ Intellectual capital reporting
- ▶ Social capital reporting Correct
- ▶ Cultural capital reporting

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

Which of the following characteristics describes that “knowledge can be summarized for easier handling and can be packaged into small physical formats”?

- ▶ Expandable
- ▶ Compressible Correct
- ▶ Transportable
- ▶ Diffusive

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

Which of the following describes a sequence of relations relative to the main; for example if the gas gauge of your car indicates less than a quarter of a gas tank, you look for a CNG station?

- ▶ Fact
- ▶ Heuristic
- ▶ Procedural Rule
- ▶ Common Sense Correct

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

An engineer installs machinery in a factory by using a manual. After this experience, he further installs machinery in another factory without use of manual. Engineer has transferred his knowledge from _____.

- ▶ Explicit knowledge to Tacit knowledge
- ▶ Tacit knowledge to Explicit knowledge
- ▶ Explicit knowledge to General knowledge
- ▶ General knowledge to Expertise knowledge Correct

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

“Building knowledge-sharing culture” is which type of the initiative in knowledge management?

- ▶ External structure initiatives
- ▶ Internal structure initiatives Correct
- ▶ Competency initiatives
- ▶ Complementary initiatives

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

Which of the following is correct about externalization, a component of Nonaka's model?

- ▶ Convert tacit knowledge into more complex explicit knowledge Correct
- ▶ Convert tacit knowledge into more complex tacit knowledge
- ▶ Convert explicit knowledge into more complex tacit knowledge

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- ▶ Convert explicit knowledge into more complex explicit knowledge

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

Which of the following is correct about socialization, a component of Nonaka's model?

- ▶ Convert explicit knowledge into more complex explicit knowledge
- ▶ Convert tacit knowledge into more complex explicit knowledge
- ▶ Convert tacit knowledge into more complex tacit knowledge Correct
- ▶ Convert explicit knowledge into more complex tacit knowledge

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

Which of the following refers "to identify a common language to describe the sub processes which is required to produce the outputs in Knowledge-Value-Added theory?

- ▶ Procedure instructions approach Correct
- ▶ Process instructions approach
- ▶ Development instructions approach
- ▶ Practice instructions approach

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

According to Grover and Davenport (2001), organization can be viewed to have how many categories of buyers of knowledge?

- ▶ Two Correct
- ▶ More than five
- ▶ More than ten
- ▶ Unlimited

Question No: 29 (Marks: 3)

Briefly explain the key attributes of intelligent behavior.

Question No: 30 (Marks: 3)

Write steps of approaching knowledge value added (KVA).

Question No: 31 (Marks: 5)

Briefly explain what type of knowledge is used in each of these activities:

- tying a shoelace
- baking a pie
- debugging a computer program
- replacing a car's flat tire
- driving in congested traffic

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Question No: 32 (Marks: 5)

Write the three fundamental assumptions of Knowledge-Value-Added theory with the help of example.

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