

SIR ARTHUR LEWIS COMMUNITY COLLEGE  
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : May 2001 Final Examination  
TUTOR : Mrs A Vincent-Angelo  
PROGRAMME TITLE : Secretarial Studies  
PROGRAMME CODE : SEC 353  
COURSE TITLE : Human Relations in the Workplace  
COURSE CODE : HUR312  
CLASS(ES) : Year I  
DATE : 15 May 2001  
TIME : 9:00 a.m.  
DURATION : 3 hours  
ROOM : OTW – R6  
INVIGILATOR/S : Mrs A Vincent-Angelo , Mr F. Ephraim & Mr M. St Paul



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**INSTRUCTIONS**

Students are advised to read **all** instructions and questions in each section very carefully

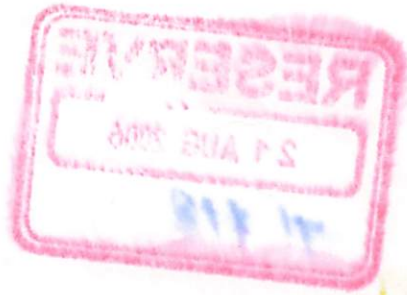
**SECTION ONE** - Answer all the questions from this section. **This is compulsory – (20 marks)**

**SECTION TWO** - Answer any four (4) questions from this section. Each Question carries equal marks **(Total of 60 marks)**

**SECTION THREE** - Select and write on **one** from section three – **This is Compulsory (20 marks)**

**NB** - Insert in the columns provided on the last page, the sections and the numbers for the questions that you answered.

- Students who are caught **CHEATING** will be disqualified.



## SECTION ONE – Compulsory Question

1. Indicate whether the following statements are TRUE or FALSE by putting either the word TRUE or FALSE on the line provided at the end of each.

- a) Knowledge of human relations does not begin in the classroom. \_\_\_\_\_
- b) There is a lesser volume of mergers, buyouts and business closings worldwide. \_\_\_\_\_
- c) Human relations is the study of how workers satisfy both personal growth needs and organizational goals in their careers. \_\_\_\_\_
- d) Diversity has become a prominent characteristic of today's workplace. \_\_\_\_\_
- e) Everyone is born with a particular set of values. \_\_\_\_\_
- f) In spite of the communication (message) being influenced by filters such as attitudes, nonverbal messages, semantics and role expectations, the message is not distorted. \_\_\_\_\_
- g) Our self-image is developed from birth. \_\_\_\_\_
- h) The need to belong to a group becomes more important than family ties or what parents think. \_\_\_\_\_
- i) Good listening habits are inherited. \_\_\_\_\_
- j) Conflict can have both negative and positive influences. \_\_\_\_\_
- k) Most human relations problems are self-created. \_\_\_\_\_
- l) How we see ourselves very much affect how we communicate. \_\_\_\_\_
- m) Both the sender and the receiver share equal responsibility for effective communication. \_\_\_\_\_
- n) Role models are persons we most admire or are likely to emulate and they all have positive influences on our lives. \_\_\_\_\_
- o) Low self-esteem can cause serious problems throughout life. \_\_\_\_\_

- p) Behaviour that is too guarded and too reserved can be a barrier to effective communication. \_\_\_\_\_
- q) It is not unethical to conduct a little personal business on company time. \_\_\_\_\_
- r) Verbal communication always transmits the same message as nonverbal communication. \_\_\_\_\_
- s) There is no direct link between the self-image project by employees and profitability. \_\_\_\_\_
- t) There is no difference between listening and hearing. \_\_\_\_\_

(20 marks)

## SECTION TWO

Answer any **FOUR (4)** questions from this section. Each set of questions carries equal marks.

2. a) Why is the study of human relations important? (2 marks)
- b) List and describe two of the major themes in human relations. (4 marks)
- c) Briefly explain what is meant by this statement, 'We are now oriented towards a service economy'. (4 marks)
- d) Mayo's research indicated that workers exert great influence in the operations of an organization. What two discoveries did he make that led to that conclusion? (5 marks)

**Total – 15 marks**

3. a) Distinguish between impersonal and interpersonal communication. (3 marks)
- b) Briefly discuss **two** barriers that affect the quality of communication. (6 marks)
- c) Describe the importance of active listening and **two** steps that you should follow to become an active listener. (6 marks)

**Total – 15 marks**

4. a) What does the expression, 'You have an attitude'. Mean? (2 marks)
- b) Explain how our attitudes can be a barrier to communication and how it can facilitate communication. (5 marks)
- c) Describe **two** factors that influence a person's attitude. (4 marks)
- d) Identify an attitude that one of your classmates or family member is maintaining and that you would like to see changed. Then state how you could alter the condition that preceded the behaviour. (4 marks)

**Total – 15 marks**

5. a) Briefly explain this statement: 'Conflict can cause pain and frustration, but it can also lead to our growth as individuals as well as our development in relationship with others'. (5 marks)
- b) Differentiate between intrapersonal conflict and interpersonal conflict. (3 marks)
- c) Identify an intrapersonal conflict that you have had involving either an intimate relationship or a child – parent relationship. Describe how that relationship affected your communication with the other person. (5 marks)
- d) State **two** ways through which conflicts may be resolved. (2 marks)

**Total – 15 marks**

6. a) Distinguish between self-efficacy and self-respect. (4 marks)
- b) Name **two (2)** influences that help shape a person's self-esteem. Describe one (1) of them. (4 marks)
- c) State three (3) characteristics of people with high self-esteem and **two (2)** characteristics of people with low self-esteem. (5 marks)

- d) Define the term self-fulfilling prophecy. (2 marks)

**Total – 15 marks**

7. a) Describe what is meant by 'diversity in the workplace'. (2 marks)
- b) List and explain **two** dimensions of diversity. (6 marks)
- c) Give two (2) reasons for the rise of diversity in the workplace. (4 marks)
- d) Outline **three (3)** strategies for eliminating prejudices and discrimination against diverse individuals. (3 marks)

**Total – 15 marks**

**Compulsory Question**

8. Write on **one** of the following topics in approximately 250 words.
- a) An employee's attitude can affect the growth of the company/workplace.
- b) The need to develop good customer/client relationship
- c) Knowledge of a co-worker's values can help you relate more effectively with them.

**END OF EXAMINATION**

**NB:** Insert the section and the numbers for the questions that you answered below.

SECTIONS	QUESTION NUMBER