

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

EXAMINATION SESSION : May 2005 Examination

TUTOR (S) : Mrs. Agatha Vincent-Angelo
Mrs. Verlyn Serieux , V/Fort

PROGRAMME TITLE : Applied Arts – Business Administration

PROGRAMME CODE : 3BS-BA-AD/Vieux Fort

COURSE TITLE : Human Relations

COURSE CODE : MGT108

CLASS (ES) : Year 1

DATE : Thursday, 12th May 2005

COMMENCEMENT TIME : 1:00 pm

DURATION : 2½ hours

INVIGILATOR (S) : Mrs. Agatha Vincent-Angelo
Mr. Clive Antoine

ROOM (S) : TRT 3



#12



Instructions:-

- ⇒ This paper is divided into four (4) sections
- | | | | |
|-------------|---|--|----------|
| - Section 1 | - | Multiple Choice Questions
(Answer all questions in this section) | 25 marks |
| Section 2 | - | True or False
(Answer all questions in this section) | 25 marks |
| Section 3 | - | Short Answers
(Answer any Three (3) questions in this section) | 36 marks |
| Section 4 | - | Essay question
(Select and write on ONE of the topics) | 14 marks |
- ⇒ Sections (1) and (2) must be done on this paper, while sections (3) and (4) should be done on foolscap paper provided to students by invigilators.
- ⇒ Students are advised to read all instructions and questions in each section of this paper carefully.
- ⇒ Students found cheating will be disqualified
- ⇒ All cell phones must be turned off during the examination

SECTION 1

Multiple Choice Questions

25 marks

Instructions: This Section in **COMPULSORY** Write the correct letter (A, B, C, or D) on the line provided on this Paper

1. Our judgment of others include:-
 - A. Stereotyping
 - B. Halo effect
 - C. Projections
 - D. All of the above_____

2. Behaviour based on prejudiced attitudes:
 - A. Prejudice
 - B. Bias
 - C. Injustice
 - D. Discrimination_____

3. The term _____ covers all types of interactions among people, their conflicts, co-operative efforts and group relationships.
 - A. commication
 - B. Work group influence
 - C. Total person
 - D. Human relations_____

4. The process of letting another person know what you think, feel or want is known as:-
 - A. self-description
 - B. self-disclosure
 - C. perception
 - D. values_____

5. _____ is fulfilling one's potential or realizing one's fullest capacities as human being.
 - A. stereotyping
 - B. self-actualization
 - C. self-fulfilling prophecy
 - D. self-actualization needs_____

6. A collection of beliefs, behaviors and work patterns held in common by the workers employed by a firm/organization is known as:
 - A. House rule
 - B. Harmonizing
 - C. Ethics
 - D. Organizational structure_____

7. Theory 'Y' portrays a/an _____ view of human nature.
- A. pessimistic
 - B. neutral
 - C. optimistic
 - D. man will work anyway
-
8. _____ is the tendency to attribute one's own characteristics to other people.
- A. stereotyping
 - B. projection
 - C. selection
 - D. interpretation
-
9. The belief that one can achieve what they set out to do can be termed as:-
- A. Self-esteem
 - B. Self-respect
 - C. Self-actualization
 - D. Self-efficacy
-
10. Theory 'X' is consistent with:
- A. The autocratic style of managing people
 - B. Participative management
 - C. The democratic style of managing people
 - D. None of the above
11. Formally defined, _____ is behavior that is accepted as morally 'good or right'; as apposed to 'bad or wrong' in a particular setting.
- A. socially responsible behavior
 - B. authoritative behavior
 - C. human behavior
 - D. ethical behavior
-
12. From an ethical perspective, managers and leaders should commit organizations to actions that achieve two objectives. These two objectives are _____ and _____.
- A. high profits and low expenses
 - B. high productivity and low expenses
 - C. high productivity and high profits
 - D. customer satisfaction employee satisfaction
-
13. A (n) is someone within the organization who exposes the wrongdoing of others in order to preserve high ethical standards.
- A. informer
 - B. quality control manager
 - C. gossip
 - D. whistleblower
-

14. _____ is an individual's belief about the likelihood of successfully completing a specific task.
- A. self-esteem
 - B. self-monitoring
 - C. internal assessment
 - D. self-efficacy
15. The art of reinforcing negative image with positive self image is known as:
- A. egoism
 - B. self-talk
 - C. self-image
 - D. all of the above
16. The following are all ways to listen effectively except:-
- A. avoid eye contact
 - B. avoid distraction
 - C. ask questions
 - D. give feedback
17. Research has indicated that poor _____ is probably the most frequently cited source of interpersonal conflict.
- A. Motivation
 - B. Leadership
 - C. Training
 - D. Communication
18. Which of the following statements provides an inaccurate description of people with high self-esteem?
- A. People who are high in self-esteem see themselves as capable, worthwhile and acceptable
 - B. People who are high in self-esteem tend to have few doubts about themselves
 - C. People who are high in self-esteem may become boastful and act Egoistically
 - D. People who are high in self-esteem may be overconfident at times
19. A (n) _____ is a predisposition to respond in a positive or negative way to someone or something in one's environment.
- A. Trait
 - B. Attitude
 - C. Aptitude
 - D. Ability

20. _____ conflict occurs when no one gets what he/she desires, while the underlying reasons for the conflict remain unresolved.
- A. Lose-lose
 - B. Win-lose
 - C. Win-win
 - D. All of the above
- _____
21. Shared values provides:-
- A. A distinction between right and wrong
 - B. A strong bond among all members of the work force
 - C. A sense of friendliness
 - D. A strong sense of ethical values in the organization
- _____
22. When conflict is resolved to the mutual benefit of all parties, it is called a (n) _____ conflict resolution.
- A. Wine-lose
 - B. Win-win
 - C. Neutral
 - D. Lose-lose
- _____
23. The philosopher who promoted the Hierarchy of Needs is:-
- A. Mc Gregor
 - B. Mayo
 - C. Maslow
 - D. Taylor
- _____
24. _____ is valuing uniqueness while respecting differences and maximizing individual potential.
- A. Discrimination
 - B. Diversity
 - C. Prejudice
 - D. Bias
- _____
25. _____ covers all types of interactions among people, their conflicts, co-operative efforts and group relationships.
- A. Communication
 - B. Ethics
 - C. Work group influence
 - D. Human Relations
- _____

SECTION 2

Fill in the Blanks

25 Marks

Instructions:- *This section is compulsory.* Students should indicate whether the following statements are **TRUE** or **FALSE** by writing the word **TRUE** or **FALSE** on the lines provided.

1. In the 21st Century there is a lesser volume of mergers, buyouts and business closings worldwide. _____
2. Everyone is born with a particular set of values _____
3. Human relations is the study of how workers satisfy both personal growth needs and organizational goals in their careers. _____
4. Most human relations problems are self-created. _____
5. Our self-image is developed from birth. _____
6. Conflict has both positive and negative consequences. _____
7. Self-esteem = self-efficacy + self-respect. _____
8. Your self-esteem is reflected in your image. _____
9. It is not unethical to conduct a little personal business on management time. _____
10. Perception is the process by which individuals separate reality from non-reality. _____
11. Motivation is a drive to satisfy some needs. _____
12. The phrase 'women are slow drivers' is not stereotyping. _____
13. Rude treatment creates more loss in business than does poor product or high prices. _____
14. Some customer dissatisfaction is inevitable. _____
15. Conflict can be avoided by everyone. _____
16. Most people are motivated by both self interest and morality _____
17. Pushing ahead of others on a line is a sign of assertiveness. _____
18. Diversity is not a prominent characteristic of today's workplace. _____
19. Both the sender and the receiver of a message share equal responsible for its effectiveness. _____

- 20. The need to belong to a group is more important than family ties or what parents think. _____
- 21. Barry L. Reece and Rhonda Brandt first started the Human Relations Movement. _____
- 22. Team work happens naturally in a group without much effort on the part of members and leaders. _____
- 23. Gestures basically mean the same thing throughout the various nations of the world. _____
- 24. Not identifying and accepting one's limitation demonstrates negative self-esteem. _____
- 25. When an experience is followed by positive consequences a person is likely to repeat the behavior _____

SECTION 3

Short Answers

36 Marks

Instructions: Answer any three (3) questions from this Section. All groups of questions carry equal marks.

1. (a) Why is human relations being given so much importance in the workplace?
(4 marks)
- (b) The media constantly reports on mergers, business closures, and downsizing. With so much uncertainty in the job market, discuss how young people can best prepare for employment or a career as we approach the establishment of the Caribbean Single Market and Economy (CSME).
(4 marks)
- (c) According to Reece and Brandt, 'Diversity has become a prominent characteristic of today's workforce'. Briefly discuss the measures that you as either Supervisor of your department or Human Resource Manager can suggest or implement to develop a culture that values and enhances diversity in the workplace.
(4 marks)
2. (a) Distinguish between self-efficacy and self respect.
(2 marks)
- (b) List two (2) influences that can help shape a person's self-esteem. Describe one of the two listed.
(4 marks)
- (c) State three (3) characteristics of people with high self-esteem and one distinguishing factor of someone with low self-esteem.
(4 marks)
- (d) Describe a strategy for building positive self-esteem.
(2 marks)
3. (a) Define the term attitude.
(2 marks)
- (b) State three (3) factors that influence the formation of attitudes.
(3 marks)
- (c) List four (4) attitudes valued by employers.
(4 marks)
- (d) Identify the difference between an employee with an optimistic attitude and one with a pessimistic view point.
(3 marks)

4. Read the following case study, then answer the questions that follow:-

Yani Smith is an efficient employee at Elegant Fashions. She is in her mid 40's and has spent twenty-two years working her way up to be supervisor of her department.

The new 31-year old manager has started to exclude her from memos and weekly management meetings saying, "There is no reason for you to attend". Another problem is – many of Yani's co-workers, much younger than she is dress in jeans instead of professional suits, and seemed to lack the professional image as well as the traditional ethics. Yani and others who are over 40 years find it difficult not to comment on the situation. In fact, some are planning to request transfers to other departments.

- (a) Give your perspective of the conflict that exist in the department and its effect on productivity.
 - (b) Evaluate the new manager's attitude and management style. Is he handling the situation professionally? Justify your answer.
 - (c) Using your knowledge of the '5-part Conflict Management Process', suggest a practical solution to the problem.
 - (d) Distinguish between assertive and aggressive behaviour. (12 marks)
5. (a) What do you understand by the term ethics? (2 marks)
- (b) List two common ethical problems in organizations. (2 marks)
- (c) Briefly discuss why business executives must be concerned about business ethics. (4 marks)
- (d) What you understand by 'conflict of interest'? Give an example of conflict of interest occurring in one's job. (4 marks)

SECTION 4

Instructions: - Write on ONE of the following topics in not less than 200 words.

1. “Unsolved disputes, personality clashes and disagreements can hurt an organisation’s operations and reduce its effectiveness”. **Discuss**
2. **Discuss** this statement citing real-life examples “Changes in working conditions are likely to affect employees’ attitudes as well as performance”.
3. Describe three (3) strategies that management of a company should initiate to create an employee oriented environment that would motivate workers and make each one feel the he/she plays a significant role in its progress/success.

(14 marks)

