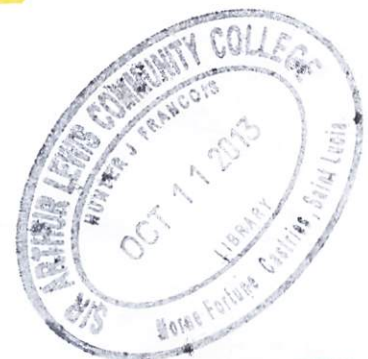


**SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES**

EXAMINATION	:	APRIL, 2008 Examination
TUTOR (S)	:	Ms. Marie-Louise Catty
PROGRAMME TITLE	:	Applied Arts – Business Administration Mechanical Engineering
PROGRAMME CODE	:	3BS-ABA-AD/3 MEC-AD
COURSE TITLE	:	Human Relations
COURSE CODE	:	MGT 108
CLASS (ES)	:	Year 1 and 2
DATE	:	Monday, 21st April, 2008
COMMENCEMENT TIME	:	1:00 p. m.
DURATION	:	2 ½ Hours
INVILGILATOR (S)	:	Technical Department
ROOM	:	TRA-OR-03



INSTRUCTIONS

- This paper is divided into four (4) Sections
 - I Multiple Choice Questions
(Answer ALL questions in this section)
 - II Fill in the Blanks
(Answer ALL questions in this section.)
A [½] Mark for each correct response.
 - III Short Answers [40 Marks]
(Questions are Compulsory)
 - IV Essay Type Question [20 Marks]
(Select and Write on ONE of the topics)
- Sections [I and II] must be done on this paper, while Sections [III and IV] should be written on foolscap paper provided to students by invigilators.
- Students are advised to read ALL questions carefully before answering each question.
- Students found cheating or talking to each other will be disqualified.
- All cell phones must be turned off during the examination period.
- All bags and books and notes MUST be placed at the front of the classroom.

SECTION I MULTIPLE CHOICE QUESTIONS [25 Marks]

Instructions:- Shade the most appropriate answer to the each question below.

1. The tendency to regard our own culture or nation as better or more “correct” than others is known as: -
 - A. ethnic identity
 - B. prejudice
 - C. discrimination
 - D. ethnocentrism

2. Formally defined _____ is a behavior that is accepted as morally “good or right”, as opposed to “bad or wrong” in a particular setting.
 - A. Socially responsible behavior
 - B. Authoritative behavior
 - C. Human behavior
 - D. Ethical behavior

3. Workforce diversity refers to differences in the employees: -
 - A. gender
 - B. race
 - C. age
 - D. all of the above

4. The following are all forms of discrimination, except: -
 - A. heath habits
 - B. race
 - C. sexual orientation
 - D. disability

5. Behavior based on prejudiced attitudes is known as:-
 - A. prejudice
 - B. bias
 - C. discrimination
 - D. stereotyping

6. _____ is valuing uniqueness while respecting differences and maximizing individual’s potential.
 - A. discrimination
 - B. diversity
 - C. prejudice
 - D. bias

7. A program that encourages the hiring and promotion of members of groups that have been discriminated against in the past is referred to as :-
 - A. affirmative action
 - B. management
 - C. human relations
 - D. race paradox

8. Which Scientist is closely associated with the Hawthorne Studies?
- A. Adams
 - B. Mayo
 - C. Taylor
 - D. Fayol
9. _____ fulfilling one's potential or realizing one's fullest capacities as Human Beings.
- A. stereo-typing
 - B. self-description
 - C. self-actualization
 - D. self-fulfilling prophecy
10. It covers all types of interactions among people, their conflicts, cooperative efforts and groups' relationships.
- A. affirmative action
 - B. self-disclosure
 - C. human relations
 - D. relationships
11. The process of letting another person know what you think, feel or want is known as _____.
- A. self-description
 - B. self-disclosure
 - C. communication
 - D. none of the above
12. The term _____ is the means by which people come to an understanding of themselves and others.
- A. communication
 - B. motivation
 - C. trust
 - D. self-acceptance
13. _____ conflict occurs when one gets what he/she desires, while the underlying reason for the conflict remains unresolved.
- A. Lose/lose
 - B. Win/lose
 - C. Win/win
 - D. Negotiation
14. _____ is what you think and feel about your self.
- A. self-esteem
 - B. self-respect
 - C. self-actualization
 - D. self-efficacy
15. The negative thoughts that surface throughout your life are referred to as your _____.
- A. self-efficacy
 - B. self-esteem
 - C. inner self
 - D. inner critic

16. A _____ is someone who helps someone else learn something the learner would otherwise have learned less well, more slowly or not at all.
- A. mentor
 - B. teacher
 - C. counselor
 - D. none of the above
17. Forming a mental picture of something is referred to as:-
- A. ethical behavior
 - B. self-talk
 - C. visualization
 - D. values and attitudes
18. A/An _____ is predisposition to respond in a positive or negative way to someone or something in one's environment.
- A. attitude
 - B. ability
 - C. aptitude
 - D. trust
19. The belief that one can achieve what one sets out to do is defined as:-
- A. self-esteem
 - B. ethnocentrism
 - C. self-respect
 - D. self-efficacy
20. One's _____ is composed of personal standards of behavior, including honesty integrity and moral strength.
- A. ability
 - B. integrity
 - C. character
 - D. strength
21. When a conflict is resolved to the mutual benefit of all parties, it is called a/an _____ Conflict Resolution,
- A. Win-lose
 - B. Win-win
 - C. Neutral
 - D. Lose-lose
22. A person who is forced to choose between two or more strongly held values is experiencing:-
- A. core value conflict
 - B. value drift
 - C. external value conflict
 - D. internal value conflict
23. Shared values provides-
- A. a distinction between right and wrong
 - B. a strong bond among all members of the work force
 - C. a perception of customer service
 - D. a strong sense of ethical values in the organization

24. Which one of the following statements provide 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 over-confident at times
25. Which of the characteristic would professional employees refrain from displaying in an organization:-
- A. egotism
 - B. self-control
 - C. thoughtfulness
 - D. empathy
26. A dynamic blend of poise, self-confidence and style that empowers us to be able to command respect is referred to as:-
- A. wardrobe engineering
 - B. self-respect
 - C. professional presence
 - D. self-efficacy
27. Cultural influence are usually formed:-
- A. During the early years of our lives
 - B. During our adolescent years
 - C. Later part of our lives
 - D. During the adult part of our lives
28. The term _____ is the tendency to form impressions of others quickly at the time of initial meeting.
- A. professional effect
 - B. primary meeting
 - C. primary effect
 - D. first impressions
29. Rude, and obnoxious behavior is classified as:-
- A. incivility
 - B. bad manners
 - C. civility
 - D. all of the above
30. This distorted stereotypes we hold on to about others are shaped and reinforced by:-
- A. News Media
 - B. Experiences of others
 - C. Entertainment Media
 - D. All of the Above.

END OF SECTION I

SECTION II FILL IN THE BLANKS [10 Marks]

Instructions:- From the list of words provided below, fill in the correct word or words in the blank spaces provided.

<i>Temperament</i>	<i>Business casual</i>	<i>Fredrick Taylor</i>
<i>Discrimination</i>	<i>Secondary dimension</i>	<i>Anger</i>
<i>Empathy</i>	<i>Incivility</i>	<i>Values</i>
<i>Stereo-typing</i>	<i>Subconscious mind</i>	<i>Communication</i>
<i>Shared values</i>	<i>Conscious mind</i>	<i>Elton Mayo</i>
<i>Surface language</i>	<i>Organizational culture</i>	
<i>Conflict</i>	<i>Prejudice</i>	
<i>Image</i>	<i>Emotion</i>	
<i>Primary dimension</i>	<i>Personal competence</i>	

1. Many of the assumptions people develop regarding other people is known as _____.
2. A term used to describe how other people feel about you is _____.
3. _____ is clothing that allows you to feel comfortable at work, but looks neat and professional.
4. A clash between incompatible people, ideas and interest is referred to as _____.
5. _____ are elements of diversity that can be changed or modified.
6. _____ is behavior based on prejudicial attitudes.
7. The _____ is the vast store house of memories, desires, ideas and frustrations.
8. _____ is the collection of shared values, beliefs, rituals, stories and myths that foster feelings of community among organizational members.
9. An _____ can be thought of as feelings, such as jealousy, fear, love, joy and sorrow that influences our thinking and behavior.
10. _____ started the Scientific Management Movement.
11. _____ is known as generalizations made by all members of a particular group.
12. _____ refers to a person's individual style and frequency of expressing needs and emotions. It is biological and genetically based.
13. This term embraces the competencies that determine how we manager ourselves.
_____.

END OF SECTION 2

SECTION III SHORT ANSWERS [40 Marks]

Instructions:- *This section is compulsory. Answer all questions in this section. Write the answers on foolscap sheets provided. Each question must be answered on a separate sheet.*

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

*Geraldine Peters is an efficient employee at Northern Eastern Supplies. She is in her Mid 40's and has spent **twenty-two (22)** years working her way up to be supervisor of her department.*

The new 31-year-old manager has started to exclude her from written memos and weekly management meetings, saying: - "There is no reason for you to attend". Another problem is – many of Geraldine's co-workers, much younger than she is allowed to wear jeans instead of professional suits, and seemed to lack the professional image as well as the traditional ethics. Geraldine and others who are over 40 years find it difficult to cope with these inconsistencies. In fact, most of them are very annoyed with the problems in the department.

1. Give your perspective on the type of conflict that exists in the department, and the type of effect it will have on productivity.
2. Base on your knowledge of Human Relations; evaluate the new manager's attitude and management style. Is she managing the situation professionally? Justify your answer.
3. Use the "**5 part Conflict Management Process**", develop a practical solution to the identified problem.
4. Distinguish between **assertive** and **aggressive** behavior.

[20 Marks]

2. A. Give Three (3) factors that can influence wardrobe engineering. [3 Marks]
- B. State four (4) factors that can influence the formation of values. [4 Marks]
- C. List three (3) attitudes valued by employees. [3 Marks]
- D. As the Human Relations Manager you have observed most staff members seem to have a low self-esteem. Discuss four (4) ways that the organization can help staff members build their self esteem. [10 Marks]

END OF SECTION 3

SECTION IV ESSAY TYPE QUESTIONS [20 Marks]

Instructions:- Write on ANY ONE of the topics below. Essay should be discussed in 250 words.

1. Professional Presence is an important element in the workplace. **Discuss**
[20 Marks]
2. Diversity has become a prominent characteristic of today's workplace/workforce. **Discuss** why "valuing diversity" is important to all organizations.
[20 Marks]
3. A positive attitude is essential to career success for various reasons. Discuss at least **three (3)** reasons.
[20 Marks]
4. There are many factors that contribute to our value system. Discuss **three (3)** factors that may contribute to the formation of values.
[20 Marks]
5. Discuss the importance of **Human Relations in the workplace**.
[20 Marks]

END OF EXAMINATION

GOOD LUCK!!