

SIR ARTHUR LEWIS COMMUNITY COLLEGE

DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION : December 2012 Examination
 TUTOR : Ms. Marie-Louise Catty
 PROGRAMME TITLE : Business Administration
 Office Administration
 PROGRAMME CODE : 3BS ABA-AD /3BS AOA-AD
 COURSE TITLE : Human Relations
 COURSE CODE : MGT 108
 CLASS (ES) : Year 1, Year 2
 DATE : 12th December, 2011
 DURATION : 2 Hours
 INVILGILATORS : G. Dujon, T. Charles
 ROOM : EMT-W1



Instructions:-

- This paper is divided into THREE (3) sections-
 - A. **Multiple choice questions** **Circle the correct answer** **[15 marks]**
 - B. **Fill in the blank spaces** **[15 marks]**
 - C. **Short Answers** **Answer Any Three (3) questions.** **[45 marks]**
 - D. **Essay** **Write the correct short form or phrase** **[25 marks]**
- ALL work must be completed on the fool scrap sheets.
- **ALL cell phones must be turned off during the examination.**
- ALL bags, books, paper and all related documents must be placed at the front of the classroom.
- ALL questions must be directed to the invigilators.
- **Students found cheating or talking will be disqualified.**

To be left Blank by ALL candidates

MARKS AWRARDED

SECTION A	SECTION B	SECTION C	SECTION D	TOTAL
Multiple Choice	Fill in the blanks	Short Answers	Essay	

ID NUMBER _____

SECTION A - Multiple Choice Questions – [15 marks – 1 mark for each correct response]

Instructions: students are required to circle the correct response

1. Shared values provides:-
 - A. A distinction between right and wrong
 - B. A strong bond among all members of the workforce
 - C. A perception about a customer
 - D. A strong sense of ethical values

2. _____ 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

3. A collection of shared values, beliefs, rituals stories and myths is within the organization is known as:-
 - A. rumors
 - B. organizational chart
 - C. company policies
 - D. organizational culture

4. 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. self-trust

5. _____ is what you think and feel about yourself.
 - A. self-esteem
 - B. self-efficacy
 - C. self-actualization
 - D. self-respect

6. A/An _____ is predisposition to respond in a positive or negative way to someone or something in one's environment.
 - A. ability
 - B. attitude
 - C. aptitude
 - D. trust

7. Forming a mental picture of something is referred to as:-
 - A. Ethical Behavior
 - B. self-talk
 - C. visualization
 - D. Values and attitudes

8. The negative thoughts that surface throughout one's life is referred to as:-
- A. self-efficacy
 - B. inner critic
 - C. self-disclosure
 - D. self-description
9. One's _____ is composed of personal standards of behavior, including honesty, integrity and moral strength.
- A. character
 - B. integrity
 - C. corporate crime
 - D. ability
10. 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 con
 - D. all of the above
11. Work force diversity refers to differences in the employees:-
- A. gender
 - B. race
 - C. age
 - D. all of the above
12. The following are all forms of discrimination except:-
- A. health habits
 - B. race
 - C. sexual orientation
 - D. disability
13. Behavior based on prejudiced attitudes is known as:-
- A. prejudice
 - B. bias
 - C. discrimination
 - D. stereotyping
14. Rude, and obnoxious behavior in the work place is classified as:-
- A. Bad manners
 - B. Incivility
 - C. Civility
 - D. Ethical behavior
15. The term _____ is the tendency to form impressions of others quickly at the time of initial meeting.
- A. Primary effect
 - B. Primary meeting
 - C. First impressions
 - D. professional effect

SECTION B - Fill in the Blanks [1/2 mark for each correct response] – 15 marks

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

Temperament	Business casual	Fredrick Taylor
Discrimination	secondary dimension	anger
Empathy	incivility	values
Stereo-typing	subconscious mind	communication
Surface language	conscious mind	Elton Mayo
Conflict	prejudice	corporate crime
Image	emotion	primary dimension

1. Many of the assumptions people develop regarding a group of 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. _____ are elements of diversity that can be changed or modified.
5. _____ is behavior based on prejudicial attitudes.
6. The _____ is the vast store house of memories, desires, ideas and frustrations.
7. A/An _____ can be thought of as feelings such as jealousy, fear, joy and sorrow that influence our thinking and behavior.
8. _____ is the father of the Scientific Management movement.
9. _____ is the collection of shared values, beliefs, rituals and myths that foster feelings of community among organizational members.
10. A fraudulent activity within an organization is an example of _____.

SECTION C- SHORT ANSWERS [45 marks – Each question worth 15 marks]

Instruction s: - Answer any **THREE (3)** questions in this section. Each question must be answered on a separate sheet.

1. A. Define the term “**Ethics**” [2 marks]
- B. Identity **four (4)** corporate crimes that can take place in an organizations. For any one of the identified, recommend a policy as the Human Resource Manager that you can put in place to prevent that crime from arising in the organization. [6 marks]
- C. Discuss briefly **Three (3)** the advantages, of employees sharing the same values as their organization. [6 marks]
2. A. Describe the importance of possessing the right attitude in the workplace [3 marks]
- B. Differentiate between **internal value** conflicts and **value** conflict with others. [4 marks]
- C. Identify and briefly discuss **four (4)** ways that values can be formed. [8 marks]
3. A. Differentiate between **self-respect** and **self-efficacy**. [3 marks]
- B. You have realized that your co-worker has a very low self-esteem. Recommend **four (4)** ways that you can help that co-worker build his/her self-esteem. [4 marks]
- C. Organizations should have policies in place to help enhance their employee’s self-esteem. Recommend and discus **four (4)** ways that the organization can help build their workers self-esteem. [8 marks]
5. A. Differentiate between **primary** and **secondary** dimensions of diversity. [3 marks]
- B. There are many forms of discrimination in the workplace. List and briefly explain any **four (4)** of them. [4 marks]
- C. You are the Human Resource Manager for Super J St. Lucia, **Discuss THREE (4)** ways that your organization can help enhance diversity in the workplace. [8 marks]
6. A. State the purpose and importance of the study of Human Relations. [3 marks]
- B. Suggest **Three (3)** ways that the study of human Relations will help you in the workplace. [3 marks]
- C. “**Organizations are increasingly oriented toward service to clients, patients and customers**”. Discuss [9 marks]

SECTION C ESSAY – [25 marks – each essay worth 25 marks]

Instructions: - Write on ANY ONE of the topics listed below. Essay should be discussed in 300-350 words.

1. ***‘Diversity has become a prominent characteristic of today’s workplace’***. Discuss why **valuing diversity** is important to all organizations.
[25 marks]

2. Professional presence is an important element in the workplace. **Discuss.**
[25 marks]

3. **Morals, values and a positive attitude** are three attributes that employers look for in their employees. **Discuss** why are these characteristics so valuable to an organization.
[25 marks]

END OF EXAMINATION