

EXAMINATION : May, 2011 Final Examination
TUTORS : Ernest Ottley
PROGRAMME CODE(S) : Elective
PROGRAMME TITLES : Elective
COURSE TITLE : Human Relations
COURSE CODE : MGT108
DATE : 26th April, 2011
COMMENCEMENT TIME : 1:00 p.m.
DURATON : 2 hrs
INVIGILATOR(S) : L. S- Terrence, P. Jn Francois, S. Yarde, N. Goolaman
ROOM(S) : CEHI-1R-02



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INSTRUCTIONS

This paper has four sections. Students must answer all questions in sections A to C and one from section D

Number



SECTION A – MULTIPLE CHOICE

Instructions: Answer ALL questions in this section by circling the letter that corresponds to the BEST answer.

1. Human relations could best be used to improve:
A. Human behaviour
B. Systematic Knowledge
C. Career Effectiveness
D. Personal Art
2. Elton Mayo is most closely associated with:
A. The Hawthorne Studies
B. Needs
C. Discrimination
D. Satisfaction of motives
3. Managers with 'X' type tendencies are thought to be:
A. Controlling
B. Lazy
C. Indifferent to work
D. Relaxed
4. Self-concept is shaped by:
A. What has been said about us
B. Kindness shown toward us
C. How we feel about ourselves
D. Interactions with others
5. The two components of self-esteem are:
A. Self-concept and Respect
B. Self-awareness and Actualization
C. Self-respect and Efficacy
D. Self-confidence and fulfilment
6. People attempt to satisfy all of the following needs EXCEPT:
A. Achievement
B. Power
C. Affiliation
D. Religion
7. A person with a strong recognition need most likely:
A. Seeks acknowledgement
B. Avoids criticism
C. Works well for others
D. Recognizes
8. The best way to describe an internal reaction to the emotional disturbance of equilibrium is:
A. Intrinsic motivation
B. Stress
C. Poor self-confidence
D. None of the above
9. If Janice and John are considered to be 'the life of the party', their personality is likely to be:
A. Melancholy
B. Phlegmatic
C. Sanguine
D. Choleric
10. A comment such as, 'you are wearing a lovely dress', could be considered as:
A. A compliment
B. A cause for concern
C. Provocation
D. Sexual harassment
11. Speaking up before it becomes serious, is the best way to deal with:
A. Poor treatment
B. Aggressive individuals
C. Insensitive customers
D. sexual Harassment

12. Members of a society who are more concerned with their own good over the good of the society or organization, are showing strong preference for the cultural dimension of:
- A. Materialism vs concern for others B. High vs Low context
 C. Individualism vs collectivism D. Formality vs informality
13. Asking personal questions is thought to be offensive in
- A. Great Britain B. France
 C. Italy D. Spain
14. The terms 'semantic' and 'mechanical', can be associated with types of
- A. Communication B. Messages
 C. Barriers D. Noise
15. Posture, distance and personal appearance are among the factors that affect
- A. Personality B. Communication
 C. Relationships D. Well-being
16. Someone who is lying may:
- A. Fail to make eye contact B. Hold an expression for a long time
 C. Frequently rub body parts D. All of the above
17. The study of the meaning and changes in the meaning of words could best be described as:
- A. Semantics B. Cultural differences
 C. Generation Gap D. Power distance
18. All of these are ways to build effective communication EXCEPT
- A. Time your messages B. Use multiple channels
 C. Repeat your message D. Encourage overload
19. Women speak:
- A. Twice as much as men B. Half as much as men
 C. Four times as much as men D. Four times less than men
20. The figure 70% is associated with which form of communication:
- A. Verbal B. Male
 C. Body language D. Nonverbal

20 marks

SECTION B- TRUE OR FALSE

Instructions: Answer all the questions in this section. Place the word TRUE or FALSE, next to the appropriate statement, in the space provided.

1. 'I' messages are effective for avoiding conflicts in communication
2. You cannot always communicate
3. The Hawthorne study was a starting point of Human Relations
4. Maslow believes that one hierarchical stage must be met before another is could be satisfied
5. Stressors cause the body to prepare for fight or flight
6. Sleeping is one of the most effective techniques for reducing stress
7. The power of nature is often stronger than nurture in determining personality
8. Conflict is useful in assisting with personal development
9. It is impossible to change cultural values, attitudes and practices
10. Women naturally speak twice as much as men
11. According to Mc Gregor a 'Y' theory boss, will allow discretion and freedom to workers
12. Self-esteem is developed by a variety of successes and failures early in life
13. Self-esteem affects an organization's productivity and profitability
14. Melancholy personalities are generally sad in nature
15. All human beings can live conflict-free lives
16. Email screen names and addresses are potential indicators of character
17. Culturally accepted terms of endearment are acceptable in the workplace.....
18. The ego is the part of the mind that pushes us into action.....
19. Motivation theory suggests that unsatisfied needs motivate us until they become satisfied.....
20. An irate customer or disgruntled co-worker may be using such behaviour to hide inner feelings.....

20 marks

SECTION C- SHORT ANSWER QUESTIONS

Instructions -Answer both questions in this section

1. (a) Identify the components of self-esteem and give a brief explanation of each. **(5 marks)**
(b) Briefly describe the role that others play in the development of a person's self-esteem. **(5 marks)**
(c) Identify at least three ways in which high self-esteem can help an organization. **(5 marks)**
(c) Describe and briefly explain three signs that tell a person has low self-esteem. **(5 marks)**

2. (a) Define the term 'Human Relations'. **(2 marks)**
(b) Briefly explain the contributions of Mayo, Maslow, and Mc Gregor to Human Relations. **(8 marks)**
(c) Outline three facets (areas) of Human Relations that are helpful for personal development. **(5 marks)**
(d) Outline three facets (areas) of Human Relations that are helpful to organizational development. **(5 marks)**

SECTION D- ESSAY

Instructions – Choose any **ONE** of the following topics and write an essay of about 250-300 words. Please ensure that your essay has a clear introduction, body and conclusion.

1. How important is Maslow's Hierarchy of Needs to the study of Human Relations.
2. Communication is the key to successful human relationships
3. Culture is not a strong factor for successful human relations.
4. Discuss the issue of stress
5. Discuss the issue of sexual harassment

(20 marks)

END OF EXAMINATION