

SIR ARTHUR LEWIS COMMUNITY COLLEGE
Division of Technical Education and Management Studies

EXAMINATION : Semester One - December 2011 Examination

TUTOR : Ms. Marie-Louise Catty

PROGRAMME TITLE : Applied Arts – Business Administration

PROGRAMME CODE : 3BS ABA-AD

COURSE TITLE : **Human Relations**

COURSE CODE : **MGT 108**

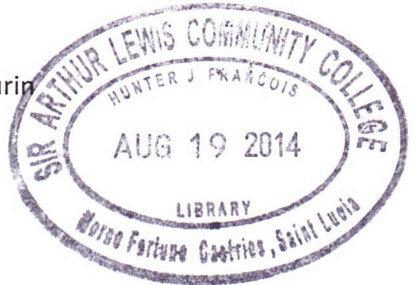
DATE : **12th December, 2011**

TIME : 9:00 a.m.

DURATION : 2 Hours

INVILGILATORS : **L. Ollivierre, N. Goolaman, J. Mathurin**

ROOM : CEHI-1R-02



Instructions:-

- This paper is divided into THREE (3) sections-
 - A. Multiple choice questions - Circle the correct answer [15 marks]**
 - B. Short Answers Answer Any Four (4) questions. [40 marks]**
 - C. Essay Write the correct shorthand 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.

To be left Blank by ALL candidates

MARKS AWARDED

SECTION A [Theory]	SECTION B [Words]	SECTION C [Phrases /short forms]	TOTAL

ID NUMBER _____

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

Instructions: *On the line provided, students are required to circle the correct response*

- 1, The philosopher who promoted the Humanistic Theory is:-
 - A. Maslow
 - B. Mayo
 - C. Weber
 - D. McGregor

2. _____ is the father of Scientific Management.
 - A. Fayol
 - B. Paiget
 - C. Taylor
 - D. Mayo

3. A collection of shared values, beliefs, rituals stories and myths 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-respet

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 conflict
 - D. internal value conflict
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- SHORT ANSWERS [60 marks – Each question worth 15 marks]

Instruction s: - Answer any **FOUR (4)** questions in this section. Each question must be answered on a separate sheet.

1. A. Define the term “**Ethics**” [2 marks]
B. Discuss briefly **Three (3)** the advantages, or disadvantages of employees sharing the same values as their organization. [6 marks]
C. Identity **four (4)** corporate crimes that can take place in an organizations. As the Human Resource Manager recommend a policy that can be implemented for each of the corporate crime identified. [7 marks]
2. A Describe the importance of possessing the right attitude in the workplace [3 marks]
B. Differentiate between **internal value** and **external value conflict**. [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 establish policies that will help enhance their employee’s self-esteem. Recommend and discuss **four (4)** ways that an organization can help build their workers self-esteem. [8 marks]
4. A. Define the term “**professional presence**”. [3 marks]
B. Identify and discuss **four (4)** elements of an effective handshake. [4 marks]
C. (a) Identify Three (3) images that individual’s project in the workplace on a daily basis.
(b) Discuss briefly why it is necessary for career-minded persons be concerned about the image they portray. [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 (3) 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 are so valuable to an organization. [25 marks]

END OF EXAMINATION