

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

**EXAMINATION SESSION** : Semester Two 2011/2012 Examination  
**TUTOR (S)** : Ernest Ottley  
**PROGRAMME TITLE** : Elective  
**PROGRAMME CODE** : Elective  
**COURSE TITLE** : Human Relations  
**COURSE CODE** : MGT108  
**DATE** : 16<sup>th</sup> April, 2012  
**COMMENCEMENT TIME** : 1:00pm  
**DURATION** : 2 hours  
**INVIGILATOR (S)** : A. Alcindor, F. B-Henry  
**ROOM (S)** : TRB-L1/L2



#H8



**INSTRUCTIONS:**

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

**Borrowing or lending is prohibited.**

- Students are advised to use a pen to write this examination
- Write your ID number on *each* answer sheet
- All cell phones must be turned off during the examination
- **Note:** Bags, books as well as writing paper not given by the invigilator should be deposited at the front of the examination room or as otherwise indicated.
- Students **must** sign **IN** and **OUT** on the examination class list
- All examination papers **must** be turned in to the invigilator together with the answer sheets

## SECTION A – MULTIPLE CHOICE

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

1. All of the following phrases would be found in the definition of Human Relations EXCEPT:
  - a) Systematic Knowledge
  - b) Career effectiveness
  - c) Human behaviour
  - d) Personal growth
2. Human Relations require that individuals first acquire:
  - a) Social understanding
  - b) Self understanding
  - c) Cultural understanding
  - d) work understanding
3. Self- concept is influenced by:
  - a) What others have said
  - b) Socialization
  - c) Childhood
  - d) Adulthood
4. Which of the following pairs of phrases contribute to self- concept?
  - a) Body image/Group identity
  - b) Inherited talents/Self confidence
  - c) Body image/Academics
  - d) Group identity/Inherited talents
5. Strong self-concept leads to:
  - a) Work success
  - b) Improved abilities
  - c) Self-confidence
  - d) Positive attitudes
6. People with high self-esteem do all of the following EXCEPT:
  - a) Crumble under insults
  - b) Reach work goals
  - c) Take initiative
  - d) Feel independent
7. Self-esteem is caused by:
  - a) Praise and recognition
  - b) Creativity
  - c) Problem solving
  - d) Successes and failures
8. Poor mental health is a product of:
  - a) Early life experiences
  - b) Poor problem solving ability
  - c) Poor self-esteem
  - d) Stressful situations
9. An internal striving or urge to do something can be described as a:
  - a) Motive
  - b) Drive
  - c) Stressor
  - c) Need
10. Being compelled to control resources such as people and money is closely related to a desire for:
  - a) Achievement
  - b) Power
  - c) Order
  - d) Dominance
11. People with 'X' type tendencies are thought to be:
  - a) Lazy and dislike work
  - b) Enthusiastic and fond of work
  - c) Indifferent to work
  - d) Pleasant to work with

12. What word would complete the sequence NEED, DRIVE, ACTION?
- |           |                 |
|-----------|-----------------|
| a) Hunger | b) Experience   |
| c) Motive | d) Satisfaction |
13. The term self-actualization is most closely associated to:
- |              |           |
|--------------|-----------|
| a) Mayo      | b) Maslow |
| c) Mc Gregor | d) Taylor |
14. Which of the following could be described as an internal or external force?
- |             |                |
|-------------|----------------|
| a) Stress   | b) Equilibrium |
| c) Stressor | d) Drive       |
15. All of the following could be included in the top ten stress producing issues EXCEPT:
- |            |             |
|------------|-------------|
| a) School  | b) Marriage |
| c) Divorce | d) Death    |
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 figure 70% is associated with which form of communication:
- |                  |              |
|------------------|--------------|
| a) Verbal        | b) Male      |
| c) Body language | d) Nonverbal |
18. Ethnicity, religion and gender are factors that may lead to clashes when working in:
- |                  |                        |
|------------------|------------------------|
| a) Diverse teams | b) Large organizations |
| c) Foreign firms | d) Multiple groups     |
19. When two sets of goals, demands or motives are incompatible, this can be considered as:
- |                  |                      |
|------------------|----------------------|
| a) Frustration   | b) Career indecision |
| c) Poor planning | d) Conflict          |
20. Posture, distance and personal appearance are among the factors that affect:
- |                  |                  |
|------------------|------------------|
| a) Personality   | b) Communication |
| c) Relationships | d) Well-being    |

**20 marks**



**SECTION B – TRUE OR FALSE**

**Instructions: Answer all the questions in this section. Place the letter T or F, next to the appropriate statement, in the space provided.**

1. Elton Mayo proposed the idea of the dimensions of culture .....
2. St. Lucia was once a highly collective society .....
3. Using black borders on business cards is offensive in Spain .....
4. The generation gap is a major source of conflict .....
5. It is considerate to use terms of endearment in the workplace .....
6. Conflict can prevent people from making poor decisions .....
7. A person with a strong recognition need seeks acknowledgement .....
8. The Hawthorne studies linked working conditions to worker productivity .....
9. Self-efficacy and self-respect are the main parts of self-concept .....
10. Studying Human Relations helps persons capitalize on opportunities .....
11. People with high self-esteem profit from negative feedback .....
12. Human Relations is a strict science that studies human behavior .....
13. One rule of email etiquette is to keeping the message simple .....
14. All human beings can live conflict-free lives .....
15. Email screen names and addresses are potential indicators of character .....
16. Culturally accepted terms of endearment are acceptable in the workplace .....
17. The ego is the part of the mind that pushes us into action .....
18. Motivation theory suggests that unsatisfied needs motivate us until they become satisfied .....
19. An irate customer or disgruntled co-worker may be using such behaviour to hide inner feelings .....
20. Personal development could be assisted through dealing with conflict .....

**20 marks**

## SECTION C- SHORT ANSWER QUESTIONS

### Instructions -Answer both questions in this section

1. (a) Define and give a brief explanation of the term conflict  
(b) Identify and explain TWO causes of conflict in the workplace  
(c) Provide a full clear definition of sexual harassment  
(d) Give TWO examples of behavior that could be considered sexual harassment  
(e) Suggest ONE other type of harassment and explain how it is demonstrated

**10 marks**

2. (a) Provide a full clear definition of the term culture  
(b) Identify and explain two dimensions of culture  
(c) In your own words, give your understanding of the term ethnocentrism  
(d) Suggest and explain ONE barrier to cross-cultural relations.  
(e) Suggest and explain ONE method for improving cross-cultural relations

**10 marks**

## SECTION D- ESSAY

**Instruction – 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 Mc Gregor's X and Y theory to Human Relations
2. Discuss your understanding of the phrase, 'Action speaks louder than words' and its implications for human relations.
3. Why is Human Relations an important course of study.
4. Discuss the issue of cultural diversity
5. Discuss fully, FIVE important needs that people attempt to satisfy

**40 marks**

**END OF EXAM**