

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

EXAMINATION SESSION : April – May 2017 Alternate Examination
TUTORS : Mrs. Nathalie Jolie-Fanis, Ms. Francillia Paul
PROGRAMME TITLE : Applied Arts-Business Administration
PROGRAMME CODE : 3BS-ABA-AD
COURSE TITLE : Human Relations
COURSE CODE : MGT108
DATE :
COMMENCEMENT TIME :
DURATION : 2 hours
INVIGILATORS :
ROOM :

#H10



GENERAL INFORMATION AND INSTRUCTIONS:

The examination is worth **100 marks** and contributes to **50%** of the Final Grade.

This paper consists of **four (4)** Sections. Students **MUST** answer **ALL** the questions from **Section A** and **ALL** the questions from **Section B** on the **Answer Sheet** provided. Students **MUST** also answer any **three (3)** of the questions from **Section C** and the **COMPULSORY** question from **Section D** on the **Foolscap Sheet(s)** provided. Responses should not be written on the Exam Question Paper.

Section A- Multiple Choice: is worth a total of **Twenty five (25)** marks.

Section B- Fill in the Blanks: is worth a total of **Ten (10)** marks.

Section C- Structured Questions: is worth a total of **Forty five (45)** marks.

Section D- Situational Question: is worth a total of **Twenty (20)** marks.

Specific instructions are given at the beginning of each section of the paper- read them carefully.

Ensure that your **Student Identification Number** is written on the **Answer Sheet** provided and on every sheet of **Foolscap Paper** that you submit. **Do not** write your name, **only ID numbers** must be written on the Examination Papers.

Cell phones, I-pads, Tablets, bags, texts, notes and other unauthorized material **shall not** be kept on your person and must be placed at the front of the room.

Do not detach or tear pages from the Examination Question Booklet.

The Examination Question Paper and every foolscap sheet **must be submitted** at the end of this examination session.

SECTION A - MULTIPLE CHOICE

Instructions: Write the letter corresponding to the correct answer on your answer sheet.

1. All of the following are considered major themes in Human Relations Except:-
 - A. Impersonal relations
 - B. Communication
 - C. Motivation
 - D. Conflict resolution
2. The father of the scientific theory is known as:
 - A. Winston W Taylor
 - B. Winston W.Fayol
 - C. Douglas Mc Gregor
 - D. Fredrick W.Taylor
3. The collection of shared values, beliefs, rituals and stories that foster a feeling of community among organizational members is known as:-
 - A. Family influence
 - B. Organizational culture
 - C. Job influence
 - D. Organizational behavior
4. _____ is the process of letting another person know what you think and feel.
 - A. Self-description
 - B. Self-awareness
 - C. Self-disclosure
 - D. All of the above
5. The term _____ is the means by which people come to an understanding of themselves and others.
 - A. Communication
 - B. Self-awareness
 - C. Self-description
 - D. Trust
6. Ethnicity, religion and gender are factors that may lead to clashes when working in:
 - A. Diverse teams
 - B. Local Organisations
 - C. Small groups
 - D. Telecommuting
7. 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
8. 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

9. Posture, personal distance and personal appearances are among the factors that affect:-
- A. Non-Verbal Communication
 - B. Personality
 - C. Relationships
 - D. Silent messages
10. The term self-actualization according to theories surrounding the humanistic theory is associated with which theorist?
- A. Mayo
 - B. Taylor
 - C. McGregor
 - D. Maslow
11. Human relations require that individuals first acquire:-
- A. Self-understanding
 - B. Cultural understanding
 - C. Social understanding
 - D. Work understanding
12. All of the following phrases would be found in the definition of Human Relations EXCEPT:
- A. Systematic knowledge
 - B. Human behavior
 - C. Career effectiveness
 - D. Personal growth
13. According to philosophy underpinning the humanistic theory People with "X" type tendencies are thought to be:
- A. Lazy and dislike work
 - B. loves to work
 - C. Enthusiastic and fond of work
 - D. Pleasant to work with
14. Some of the challenges HR faces in the 21st century are:-
- i Age, work background and conflict management
 - ii Gender, age and work back ground
 - iii Values, work ethics and age
 - iv Conflict management, values and age
- A. i only
 - B. i ii iii and iv only
 - C. ii and ii only
 - D. i and iv only
15. Human relations draws from various behavioral sciences EXCEPT:
- A. Psychology
 - B. Sociology
 - C. Anthropology
 - D. Politics
16. A _____ is an individual who someone else would look up to for advice or to learn something that 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. Which of the following statements provides 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 overconfident at times
18. The art of reinforcing negative image with positive self-**image** is known as:
- A. egoism
 - B. self-talk
 - C. self-image
 - D. all of the above
19. _____ means being capable of bouncing back when you are confronted with stressful situations.-
- A. tough
 - B. control
 - C. resilience
 - D. all of the above
20. The inability to cope with computer and related technologies in a healthy manner.
- A. technostress
 - B. low tolerant stressors
 - C. electric stressors
 - D. replace stressors
21. The following are all ways to listen effectively **except:-**
- A. avoid eye contact
 - B. avoid distraction
 - C. ask questions
 - D. give feedback
22. When one party leaves a negotiating table satisfied and the other does not, this is known as:
- A. Lose-lose solution
 - B. win-win situation
 - C. Win lose situation
 - D. None of the above
23. When both parties seem to be satisfied with the solution to a conflict or problem, they have used the
- A. the Problem solving strategy
 - B. the compromise strategy
 - C. the avoidance Strategy
 - D. the participative strategy
24. People with high self-esteem do all of the following EXCEPT:
- A. reach work goals
 - B. crumble under pressure

- C. take initiative
- D. feel independent

25. _____ is valuing uniqueness while respecting differences and maximizing individuals potential.
- A. Discrimination
 - B. Diversity
 - C. Prejudice
 - D. Bias

SECTION B - FILL IN THE BLANKS [1 MARK FOR EACH CORRECT RESPONSE] - 10 MARKS

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

| | | |
|-------------------|----------------------|------------------|
| Self-concept | Business casual | Fredrick Taylor |
| Expectancy theory | work force diversity | Empathy |
| incivility | stress | |
| Internal locus | subconscious mind | first impression |
| Surface language | conscious mind | Elton Mayo |
| meditation | conflict | Image |

1. A bundle of facts, opinions, beliefs and perceptions about yourself that is present in your life every day 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. People who possess a/an _____ tend to believe that people are largely responsible for what happens to them.
5. _____ stores facts, fiction, experiences that one may think is totally forgotten .
6. The _____ vast store house that processes memories, desires, ideas and frustrations, stress and everything happening around them.
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. _____ a relaxation technique that slows your pulse, respiration, and brain wave activity and lowers your blood pressure.
10. Motivation comes from outside sources _____.

SECTION C - SHORT ANSWERS – 45 marks

Instructions: Answer any Three (3) questions below. Each question carries equal weighting. -15 marks each.

1. A. Describe the importance of possessing the right attitude in the workplace. **2 marks]**
B. State why it is important to help others change their attitude. Suggest two ways that others can help one change their attitude. **[4 marks]**
C. It has been said that “attitudes represent a powerful force in any organization.” Give four examples to support this statement. **[4 marks]**
D. Describe how rewards and punishments can shape the attitudes of employees in an organization. Give one example of each. **(5 marks)**
2. A. Differentiate between **self-respect** and **self-efficacy**. **[2 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 discuss **two (2)** ways that the organization can help build their workers self-esteem. **[4marks]**
D. Describe 3 characteristics of persons with high self-esteem. **(5 marks)**
3. A. Give a brief explanation of the term conflict. **[2 marks]**
B. Identify **THREE (3)** causes of conflict in the workplace and provide an example scenario for **ONE** of the causes identified **(6 marks)**
C. Identify **TWO (2)** behaviours that can be used in response to a conflict situation. **(2 marks)**
D. Explain the specific behaviours of an assertive person. **(5 marks)**
4. A. Briefly explain the importance of Human relations in the workplace. **[3 marks]**
B. List the **four (4)** forces that influence behavior at work. And explain any one of the four listed. **[6 marks]**
C. “Many companies are organizing their workers into teams in which employee plays a part.” **In one paragraph briefly discuss.** **[6 marks]**
5. A. Define the term “**stressors**” **(2 marks)**

- B. Identify and discuss **Three (3)** factors that can give rise to stress in the workplace. **(6 marks)**
- C. As the manager of a newly established firm in St. Lucia; identify two ways that you can minimize stress in the work place. **(4 marks)**
- D. Are there any positive aspects to stress? Explain **(3 marks)**

SECTION D – SITUATIONAL QUESTION

Answer all questions in this section – 20 marks

Jill Browning, a 5-foot-5-inch 115 pound, soft spoken daughter of an Air Force medic, never took up causes or ran for office in high school. In 1994 when she applied for a job building tires at Uniroyal-Goodrich, men in the plant took bets she wouldn't last. But for 12 years she proved her worth, married a co-worker, gave birth to a daughter, then worked back-to-back shifts while her husband cared for the baby.

The global economy forced Uniroyal to cancel stable weekday and weekend work schedules and convert to rotating shifts in order to lower costs and improve quality control. The new scheduling plan created a problem for childcare for Jill as none of the 73 child care providers Jill called were willing to give weekend care.

Jill began to act – she contacted management personnel about the problem when no one else in the plant would, called a union-hall child care meeting, contacted advocacy groups until she realized the building of a child care centre to meet their needs.

Jill Browning's co-workers recognised her efforts and elected her secretary of her local 1,325-member steel workers union – the first woman to hold officer status in her union.

1. Identify and explain two human relations issues highlighted in this scenario. **(4 marks)**
2. What role did assertiveness play in Jill Browning's approach to this potential conflict situation? **(4 marks)**
3. Does Jill have low or high self-esteem? Explain, identifying the personal characteristics that led you to that answer. **(4 marks)**
4. Explain how changes in the economy could affect workers and identify strategies that both employers and individuals can use in adjusting to those situations. **(8 marks)**

END OF TEST