

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

#119

EXAMINATION SESSION	:	April – May 2017 Final Examinations
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	:	April 24 th , 2017
COMMENCEMENT TIME	:	1:00PM
DURATION	:	2 hours
INVIGILATORS	:	I. Lambert, C. Gedeon, Charles
ROOM	:	CEHI-1R-02



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 **Foolsap 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 **Foolsap 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 foolsap sheet **must be submitted** at the end of this examination session.

Section A - Multiple Choice – [25 marks – 1 mark for each correct response]

Instructions: *Read each question carefully. Using the Answer Sheet provided, circle or shade the correct response.*

1. The inability to cope with computer and related technologies in a healthy manner.
 - A. techno stress
 - B. conflict
 - C. electric stressors
 - D. globalization

2. When one party leaves a negotiating table satisfied and the other does not. This is known as:
 - A. lose-lose solution
 - B. win-lose solution
 - C. win-win solution
 - D. none of the above

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

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. 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 many doubts about themselves
 - C. People who are extremely high in self-esteem may become boastful and act Egoistically
 - D. People who are high in self-esteem may be overconfident at times

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. All of the following are considered major themes in Human Relations except:-
 - A. Factors Influencing Organizational Structure
 - B. Communication and Motivation
 - C. Self -Awareness and Self- Acceptance
 - D. Trust and Confliction Resolution

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. interpersonal value conflict
 - B. value drift
 - C. internal value conflict
 - D. cognitive dissonance
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
16. The rules that direct your conduct and moral judgments are referred to as:
- A. attitudes
 - B. values
 - C. ethics
 - D. dilemmas
17. It covers all types of interactions among people, their conflicts, cooperative efforts and group relationships is characterized as:-
- A. Communication skills
 - B. Affirmative action
 - C. Hawthorne studies
 - D. Human relations

Section A - Multiple Choice – [25 marks – 1 mark for each correct response]

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 - B. Affirmative action
 - C. Hawthorne studies
 - D. Human relations

18. 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
19. The father of the scientific theory is known as:
- A. Fredrick W. Taylor
 - B. Henry Fayol
 - C. Douglas Mc Gregor
 - D. Abraham Maslow
20. Which of the following items is a most suitable component of business casual attire?
- A. Short-sleeved T-shirt
 - B. Jeans
 - C. Long-sleeved Dress shirt
 - D. Sleeveless blouse
21. Sara is making an effort to “package” herself by paying particular attention to her clothing and accessories in an effort to create a certain image so that she will stand out from other job applicants. This process is called:
- A. career development.
 - B. wardrobe engineering.
 - C. primacy awareness
 - D. branding attire
22. One of the most important ways to establish a positive professional presence from the very first impression is to:
- A. avoid eye contact, lest one be thought too aggressive.
 - B. be the first to speak.
 - C. wear appropriate attire for the people one will contact and the places one will visit.
 - D. relax your posture, slumping forward to enhance two-way communication.
23. Alan pays particular attention to his facial expression in business settings because he realizes that his facial expression ranks second to _____ in being the most noticeable part of himself.
- A. voice quality.
 - B. overall appearance.
 - C. self-confidence.
 - D. a handshake.
24. Which one of the following is a likely positive consequence of ethical behavior on the part of company management?
- A. exemption from government laws about ethical behavior
 - B. offering stock at lower prices to the public
 - C. exemption from affirmative action regulations
 - D. the ability to attract quality job applicants
25. Which one of the following actions is the most likely to be regarded as unethical work behavior?
- A. buying token gifts for customers
 - B. buying token gifts for suppliers
 - C. sharing records with a restricted number of people
 - D. sharing records with a large number of people

SECTION B - FILL IN THE BLANKS [10 MARKS- 1 mark for each correct response]

Instructions: From the list of words provided below, identify the correct word or phrase which best fills in the blank for each statement. Write your responses on the **Answer Sheet** provided. Number your responses correctly.

temperament	Business casual	Internal locus of control
Discrimination	self –concept	Empathy
incivility	values	stereo-typing
Fredrick Taylor	meditation	Elton Mayo
prejudice	corporate crime	conflict
image		

1. Many of the assumptions people develop regarding a group of people is known as _____.
2. A bundle of facts, opinions, beliefs and perceptions about yourself that is present in your life every day is known as _____.
3. _____ is clothing that allows you to feel comfortable at work, but looks neat and professional.
4. A term used to describe how other people feel about you is _____.
5. _____ is behavior based on prejudicial attitudes.
6. A/An _____ can be thought of as feelings such as jealousy, fear, joy and sorrow that influence our thinking and behavior.
7. _____ studied the effect of illumination, ventilation and fatigue on production workers in the plant.
8. A fraudulent activity within an organization is an example of _____.
9. People who possess a/an _____ tend to believe that people are largely responsible for what happens to them.
10. _____ is a relaxation technique that slows your pulse, respiration, and brain wave activity and lowers your blood pressure.

SECTION C – Structured questions – [45 marks-each question carries a total of 15 marks]

Using the Foolscap Sheet provided, answer any three (3) questions from this section.

1.
 - a. Differentiate between self-respect and self-efficacy. (4 marks)
 - b. Explain how a person with an internal locus of control differs from a person with an external locus of control. (4 marks)
 - c. You have realized that a classmate has very low self-esteem. Recommend four ways that you can help your classmate build his/her self-esteem. (4 marks)
 - d. List 3 characteristics of persons with high self-esteem. (3 marks)

2. **“Books are judged by their covers, houses are appraised by their curb appeal, and people are initially evaluated by how they choose to dress and behave. In a perfect world this is not fair, moral or just. What’s inside should count a great deal more. And eventually, it usually does but not right away. In the meantime, a lot of opportunities can be lost.”**
 - a. Explain the above statement. (5 marks)
 - b. What are the four factors that influence your choice of clothing for work? (4 marks)
 - c. Image has been described as “more than exterior qualities such as dress and grooming”. What other factors shape the image we project? (6 marks)

3.
 - a. Are there any positive aspects to stress? Explain (5marks)
 - b. Identify four (4) stress management strategies. (4 marks)
 - c. Describe burnout and three steps that can be taken to avoid it. (6 marks)

4.
 - a. Explain the relationship between values, attitudes and behaviours. (3 marks)
 - b. Describe how rewards and punishments can shape the attitudes of employees in an organization. Give one example of each. (6 marks)
 - c. Describe three (3) attitudes employers are looking for in employees. (6 marks)

5.
 - a. Identify four (4) major causes of conflict in the workplace. (4 marks)
 - b. Discuss the positive aspects of conflict in an organization. (4 marks)
 - c. Explain the specific behaviours of an assertive person. (4 marks)
 - d. Identify the three (3) strategies in negotiation. (3 marks)

SECTION D – SITUATIONAL QUESTION

Using the Foolscaps Sheet provided, 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 EXAMINATION

DO NOT LEAVE THE EXAMINATION ROOM WITH THIS PAPER