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Short Notes of HRM627

Lecture # 1 to 22

(Sahar Afshan)

Lecture # 01

INTRODUCTION TO HUMAN RESOURCE DEVELOPMENT

The Concept & definition of HRD and its Dimensions

People make things happen. If people have to make things happen, they need a set of 'circumstances' to make them happen. However, it is the people that create 'circumstances' that can help them and others to make things happen. *HRD is the process of enabling people to make things happen.* It deals both with the process of competency development in people and creation of conditions (through public policy, programmes and other interventions) to help people apply these **competencies** for their own **benefit** and for that of others. There are many things included and implied in such a definition of HRD. These are now briefly explained.

Competencies and Benefit

Competencies may include knowledge, skills, attitudes and values. The competencies also may deal with any field: agriculture, industry, science, technology, management, various professions (like medicine, law, engineering and teaching), politics, public administration, home science, cooking, labour, telecommunications, research and tourism. The capabilities may be developed in individuals, and communities or collectives. The competencies may be simple, like learning the alphabets, or complex, involving high technology applications relating to medicine, space, telecommunications, defense, environment, etc. the competencies so developed could 'enable' people to act and improve their own lives and those of others. Through such an enabling process people can create more alternatives for themselves and for others and increase their choices. The above definition also emphasizes the purpose of HRD as benefiting people, the individual, group or the community of which the individual is a member. Such benefits may be in terms of basic needs and welfare including a decent living or high level comforts, leisure and self actualizing opportunities

The individual or the group should perceive these benefits as benefits. Thus increased income or purchasing power may be a benefit for some, while freedom to choose one's representative in the political system and freedom of expression may be benefits for others. Thus what is the beneficial depends on the time, group and other circumstances, and may keep changing

Difference between HUMAN DEVELOPMENT AND HUMAN RESOURCE DEVELOPMENT

Some agencies and individual writers have made a distinction between human resource development and human development. For some, human development is a much larger and all-encompassing concept, while HRD is limited to the skill development and knowledge acquisitions often demanded by organizations for employment purposes. They take a limited view of HRD and attribute it as relevant to personnel management

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practices of the organized sector. The main objection raised by a few to the term human resource development is that it is a narrower concept and it connotes more of skill development. Another objection, rather a mild one, is that the word 'resource' somehow seems to imply that human beings are treated like material and other resources and as 'instruments' of development rather than the beneficiaries of development .
But HRD defines as referring to those *Policies and programmes that support and sustain equitable opportunities for continuing acquisition and application of skills, knowledge and competencies which promote individual autonomy and are mutually beneficial to individuals, the community and the larger environment of which they are a part*(UNDP, BPPE, 1991, p.19).

HRD, DIMENSIONS OF DEVELOPMENT

Implied in the above conceptualization of HRD are the main facets of development of people including their physical, intellectual, emotional, social, moral, political, spiritual and all other forms of development. People cannot function or make things happen unless they are physically well developed, healthy and free from disease. Thus food, nutrition and freedom from disease become important. People need to earn their food and living by working for it. They need to engage themselves in productive activities for which again a combination of both physical development and intellectual development are important. Intellectual development comes through the process of education and socialization. Social development involves developing the ability to live as a member of the society or a group and contribute to it, at the same time deriving benefits from it. The need of coexistence of all human beings makes this development imperative. Political development ensures human dignity through freedom of expression; democratic participation and an opportunity to influence things that is turn influence the individual's living. Moral and spiritual development is required to bring order, discipline and peace into life and ensure that one person's comfort does not become his neighbor's poison. Thus all forms of development of people can be included in the definition of HRD.

Targets of Development

Such a definition of HRD implies that people may be developed individually, or as groups, or as communities and collectives. When an individual acquires capabilities, they enable the individual to make things happen.
However, societies are much more than individuals. They are required to function as groups and for historic reasons they may also be grouped into collectives.
The target groups for development can be many: doctors, politicians, businessmen, civil servants, fieldworkers, teachers, voluntary workers, rural leaders, farmers, unemployed youth, scientists, engineers, slum-dwellers, children, girls, illiterates, women, labor (skilled and unskilled), primary school goers, university students, etc. the target groups can be classified on the basis of their age, sex, current socio-economic status, past deprivation, profession, occupation, etc.

Summary:

In summary, HRD should be treated as an integrated concept. It deals with the development of all people and is not limited to any one section or sector. It is important and equally critical for all sectors wherever people are involved and are required to make

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things happen. It is needed for all groups, but particularly the underprivileged; it is needed for the unemployed, underemployed, the employed and the self-employed; it is needed by the politicians, bureaucrats and intellectuals to play their roles better and more effectively; it is needed for running the governments effectively, for improving the effectiveness of various agencies and their services; it is needed for NGOs to be effective and play a strategic role; it is needed for mobilizing resources, community participation and involvement; it is needed for ensuring economic, scientific and technological development of nations; it is needed to ensure that people leave a healthy place of living for future generations.

Lecture # 02
FOUNDATIONS OF HUMAN BEHAVIOR

THE ICEBERG OF HUMAN BEHAVIOR
One of the biggest challenges in understanding human behavior is that it addresses issues that aren't obvious.
Like an iceberg, behavior has a small visible dimension and a much larger hidden portion. What we see when we look at people is their visible aspects: actions, attitudes, speech, acts, dress, language used, gait, etc. But under the surface are other elements that we need to understand – elements that influence how people behave they way they do and how they work. As we shall see, behavior provides us with considerable insights into these important, but hidden, aspects of human beings.
For understanding individual's behavior we must understand their attitude.

Attitudes
Attitudes are evaluative statements – either favorable or unfavorable – concerning objects, people, or events.
They reflect how an individual feels about something. When a person says, "I like my job," he or she is expressing an attitude about work.
To better understand the concept of attitudes, we should look at an attitude as made up of three components: **cognition, affect,** and **behavior.** The *cognitive component* of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person. The belief that "discrimination is wrong" illustrates cognition. The *affective component* of an attitude is the emotional or feeling part of an attitude. Using our earlier example, this component would be reflected by the statement, "I don't like Ali because he discriminates against women".
Finally, affect can lead to behavioral outcomes. The *behavioral component* of an attitude refers to an intention to behave in a certain way toward someone or something. To continue our example, I might choose to avoid Ali because of my feelings about him.
Looking at attitudes as being made up of three components – cognition, affect, and behavior – helps show the complexity of attitudes. But for the sake of clarity, keep in mind that the term attitude usually refers only to the affective component.

Personality plays an important role in shaping individual's behaviors.

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Personality

Some people are quiet and passive; others are loud and aggressive. When we describe people using terms such as *quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable,* we're categorizing them in terms of personality traits. An individual's **personality** is the unique combination of the psychological traits we use to describe that person.

Personality Traits

How would you describe your personality? There are dozens of personality traits you could use; for instance, aggressive, shy, ambitious, loyal and lazy. Over the years, researchers have attempted to focus specifically on which traits would lead to identifying one's personality. Two of the most widely recognized efforts include the Myers-Briggs Type indicator and the five factor model of personality.

Myers-Briggs Type Indicator: Personality assessment tests are commonly used to reveal an individual's personality traits. One of the most popular personality tests is the Myer-Briggs Type Indicator (MBTI). It consists of more than a hundred questions that ask people how they usually act or feel in different situations.

The way you respond to these questions puts you at one end or another of four dimensions:

1. *Social interactions*: Extrovert or Introvert (E or I). An extrovert is someone who is outgoing, dominant, and often aggressive and who wants to change the world. Extroverts need a work environment that is varied and action oriented, that lets them be with others, and that gives them a variety of experiences. An individual who's shy and withdrawn and focuses on understanding the world is described as an introvert. Introverts prefer a work environment that is quiet and concentrated, that lets them be alone, and that gives them a chance to explore in depth a limited set of experiences.

2. *Preference for gathering data:* Sensing or Intuitive (S or N). Sensing types dislike new problems unless there are standard ways to solve them; they like an established routine, have a high need for closure, show patience with routine details, and tend be good at precise work. On the other hand, intuitive types are individuals who like solving new problems, dislike doing the same thing over and over again, jump to conclusions, are impatient with routine details, and dislike taking time for precision.

3. *Preference for decision making:* Feeling or Thinking (F or T). Individuals who are feeling type are aware of other people and their feelings, like harmony, need occasional praise, dislike telling people unpleasant things, tend to be sympathetic, and relate well to most people. Thinking type are unemotional and uninterested in people's feelings, like analysis and putting things into logical order, are able to reprimand people and fire them when necessary, may seem hard-hearted, and tend to relate well only to other thinking types.

4. *Style of making decision*: Perceptive or Judgmental (P or J). Perceptive types are curious, spontaneous, flexible, adaptable, and tolerant. They focus on starting a task, postpone decisions, and want to find out all about the task before starting it. Judgmental types are decisive, good planners, purposeful, and exacting. They focus on completing a task, make decisions quickly, and want only the information necessary to get a task done.

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Combining these preferences provide descriptions of 16 personality types.
The MBTI has been used to help managers select employees who are well matched to certain types of jobs. All in all, The MBTI can be a useful tool for understanding personality and predicting people's behavior.

The Big-Five Model of Personality
Although the MBTI is very popular, it suffers from one major criticism. **It lacks evidence to support its validity.**
That same criticism cannot be applied to the five-factor model of personality, more often called the big-five model. The big-five personality traits are:
1. **Extraversion:** The degree to which one is sociable, talkative, and assertive.
2. **Agreeableness**: The degree to which someone is good natured, cooperative, and trusting.
3. **Conscientiousness**: The degree to which someone is responsible, dependable, persistent, and achievement oriented.
4. **Emotional stability**: The degree to which someone is calm, enthusiastic, and secure (positive)or tense, nervous, depressed, and insecure (negative).
5. **Openness to experience**: The degree to which someone is imaginative, artistically sensitive, and intellectual.
The big five provide more than just a personality framework. Research has shown that important relationship exist between these personality dimensions and job performance.

Emotional Intelligence is important for understanding ourselves and others behaviors.
Emotional Intelligence
Research into the area of emotional intelligence has offered some new insights into personality. **Emotional intelligence (EI)** is an assortment of non-cognitive skills, capabilities, and competencies that influence a person's ability to succeed in coping with environmental demands and pressures. It's composed of five dimensions:

- **Self-awareness:** The ability to be aware of what you're feeling
- **Self-management:** The ability to manage one's own emotions and impulses
- **Self-motivation**: The ability to persist in the face of setbacks and failures
- **Empathy:** The ability to sense how others are feeling
- **Social skills**: The ability to handle the emotions of others.

EI has been shown to be positively related to job performance at all levels. For instance, one study looked at the characteristics of Bell Lab engineers who were rated as stars of their peers. The researchers concluded that stars were better at relating to others. That is, it was EI, not academic intelligence that characterized high performers. A second study of Air Force recruiter generated similar findings. Top-performing recruiters exhibited high levels of EI. What can we conclude from these results? EI appears to be especially relevant to success in jobs that demand a high degree of social interaction.
Five more personality traits:
These are useful in prediction of human behaviors
Predicting behavior from personality traits

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- **Locus of control:** When some one taking responsibility not only for his or her success but for his failures it called internal locus of control. The locus of control in the second case is external; these people believe that their lives are controlled by outside forces.
- **Machiavellianism:** The second characteristic is called Machiavellianism (Mach) named after Niccolo Machiavelli, who wrote in the 16th century on how to gain and manipulate power. An individual who is high in Machiavellianism is pragmatic, maintains emotional distance, and believes that ends can justify means. People who are lower (Mach) will probably take more care for other people.
- **Self-Esteem:** People differ in the degree to which they like or dislike themselves.
- **Self-Monitoring:** It refers to an individual's ability to adjust his or her behavior to external, situational factors.
- **Risk Taking:** People differ in their willingness to take chances. Differences in the propensity to assume or to avoid risk have been shown to affect how long it takes managers to make a decision and how much information they require before making their choice.

Lecture # 03
PERCEPTION

Perception is a process by which individuals give meaning to their environment by organizing and interpreting their sensory impressions.

FACTORS THAT INFLUENCE PERCEPTION

The Perceiver: when an individual looks at a target and attempts to interpret what he or she sees, the individual personal characteristics will heavily influence the interpretation.
The Target: the characteristics of the target being observed can also affect what's perceived. Loud people are more likely than quiet people to be noticed in a group.
The Situation: the context in which we see objects or events is also important.

There is an important concept in perception is attribution.

Attribution Theory

Much of the research on perception is directed at inanimate objects.
Attribution theory was developed to explain how we judge people differently depending on the meaning we attribute to a given behavior.
The determination, however, depends on three factors:
Distinctiveness: Distinctiveness refers to whether an individual displays a behavior in many situations or whether it's particular to one situation.
Consensus: If everyone who's faced with a similar situation responds in the same way, we can say the behavior shows consensus.
Consistency: you would conclude that the cause of the late behavior was internal.
Finally, an observer looks for consistency in a person's actions. Does the person engage in the behaviors regularly and consistently?

Errors in attribution theory

For instance, there's substantial evidence to support the fact that when we make

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judgments about the behavior of other people, we have a tendency to underestimate the influence of external factors and to overestimate the influence of internal or personal factors. This tendency is called the fundamental attribution error and can explain why a sales manager may be prone to attribute the poor performance of her sales representative to laziness rather than to the innovative product line www.vuaskari.com introduced by a competitor. There's also a tendency for individuals to attribute their own success to internal factors such as ability or effort while putting the blame for performance failure on external factors such as luck. This tendency is called self-serving bias and suggests that feedback provided to employees in performance reviews will be predictably distorted by them depending on whether it's positive or negative.

Shortcuts Frequently Used in Judging Others.

We use a number of shortcuts when we judge others.

Individuals cannot assimilate all they observe, so they engage in selectivity

Selective perception allows us to "speed read" others but not without the risk of being inaccurate.

Two commonly used selective perceptions are:

Stereotyping: When we judge someone on the basis of our perception of a group he or she is part of, we're using the shortcut called stereotyping.

Halo effect: When we form a general impression about a person on the basis of a single characteristic, such as intelligence, sociability, or appearance, we're being influenced by the halo effect.

Lecture # 04
INTRINSIC MOTIVATION

In this lecture discussed that how personality relates with other emotion like **intrinsic motivation** like job performance like job satisfaction.

The Construct: PERSONALITY

Hogan (1991) defines personality at two levels; one which is open to others or public aspect and another, internal or private level, where personality is referred to as "structures, dynamics, processes, and propensities inside a person that explain why he or she behaves in a characteristic way." Personality, therefore, encompasses both the public and private aspects of our behavior.

Now we will go in further detail of the (FFM) the Big-Five Model of Personality

Why Choose Big Five Framework? Or Why FFM

- FFM has long History
- FFM is valid and reliable
- Nomenclature and taxonomy a major achievement of FFM as earlier personality studies lacked a coherent and uniform taxonomy
- FFM is generalizable across culture
- Many areas and fields in industrial and organizational psychology where FFM has been put to rigorous test
- Link of personality with job performance
- FFM under diverse settings

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Detail of FFM

I. Extraversion

Extraversion (Positive Pole)
The traits under positive pole are those which are exhibited by individuals high on extraversion

Extraversion (Negative Pole)
Under negative pole are the ones shown by individuals low on extraversion

Whole structure of extraversion lies on three traits:

1. Sociability
2. Assertiveness
3. Positive effects

Extraversion (Positive Pole)	Extraversion (Negative Pole)
Other traits are: • **Gregarious**: People are more social able more out going and companion able. • **High sensation seekers:** The people who do not like monotony. • **Experiencing positive emotions (PA)** • **Spirit** • **Conceit & Vanity:** On thing is common is Oregon. When vanity is more like people consider them as being important, a self importance. • **Sensuality:** Which means that people are more concerned with bodily words rather than spiritual words • **Lower level of vigilance: Demand more level of vigilance.** • **More liable to be involved in accidents** • **Decrement in performance under monotonous conditions** • **Assertive**	• **Lethargy: lazy** • **Aloofness:** • **Silence** • **Modesty** • **Unfriendliness** • **Reserved** • **Shy** • **Inhibited** • **Un aggressive** • **Passive** • **Pessimist**

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• **Talkative** • **Active** • **Energetic** • **Enthusiastic** • **Spontaneity** • **Boisterousness**	

II. Agreeableness

Individuals high in agreeableness basically value affiliation and avoid conflict (Bono & Judge, 2004). As the name of the factor suggests, www.vuaskari.com these individuals are generally easy to get along and are quite friendly.

Positive Pole of Agreeableness	**Negative Pole of Agreeableness**
• Courteous • Flexible • Trusting • Good natured • Cooperative • Forgiving • Soft hearted • Tolerant • Appreciative • Generous • Kind • Sympathetic • Pleasant • Not defensive • Easy to get along • Tactful • Trust, compliance & altruism • Friendly compliance • Having Humane aspect of humanity • Amiability • Moral • Warm • Natural	• Hostility • Indifference to others • Self-centered • Spiteful • Jealous • Hostile noncompliance • Vindictive • Ill humor • Disdainful • Over critical • Antagonist • Dogmatic • Belligerent • Bossy • Rude • Cruel • Pompous • Irritable • Stubborn • Distrusting • Selfish • Callous • Cunning • Prejudiced • Unfriendly • Volatile • Stinging • Thoughtless

III. Conscientiousness

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Conscientious people are described as organized, reliable, hardworking, determined, self-disciplined and achievement oriented (Barrick, Stewart & Piotroweski, 2002). Along with extraversion, Conscientiousness is also one of the extensively studied factors of the Big Five model.

Positive Pole of Conscientiousness	**Negative Pole of Conscientiousness**
• Thoroughness in decision making • Feeling of well being • Perception of good health • Will • Link with educational achievements • Dependable • Careful • Thorough • Responsible • Organized • Achievement oriented • Persevering • Efficient • Planners • Reliable • Industrious • Evangelists (zealous) • Graceful • Mature • Passionless • Logical • Conventional • Punctual • Decisive • Dignified • Precise	• Negligent • Rebellious • Irreverent (profane) • Provincial (awkward, unrefined) • Self-indulgent (excessive) • Disorganized • Inconsistent • Forgetful • Reckless • Aimless • Sloth • Frivolous • Non conforming

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Lecture # 05
FIVE FACTOR MODEL *(continue…)*

IV. Neuroticism (Emotional stability)

After extraversion and conscientiousness, neuroticism is the most researched personality trait from the Big Five
(Raja et al, 2002). They are emotionally unstable, with frequent mood swings, closely associated with negative affectivity or NA (Watson & Tellegen, 1985).

Positive Pole of Neuroticism (Characteristics of individuals high on neuroticism)	**Negative Pole of Neuroticism**
	• Placid • Independent

• Distractible • Respond negatively to environmental stresses • Negative world view • Anxious • Depressed • Angry • Embarrassed • Emotional • Worried • Insecure • Self pitifying • Tense • Touchy • Unstable • Fearful • Instable • Envious • Gullible • Timid • Immature	• Emotionally stable • Strong willed • Brave • Confident • Secure

V. Openness to Experience

Openness to experience is the least studied Big 5 personality dimension, especially in relation to job performance. Individuals high on openness to experience tend to be highly sensitive to art, science, culture (Clark & Robertson, 2005) and civilization.

Positive Pole of Openness to Experience	**Negative Pole of Openness to Experience**
• Unconventional • Curious • Cultured • Intelligent • Openness to new ideas, feelings • Flexibility of thought • Readiness to indulge in fantasy • Reflective • Imaginative • Original • Broad minded • Insightful • Artistic	• Shallow • Simple • Dull • Unimaginative • Stupid

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• Wide interests • Political liberalism	

The Construct: INTRINSIC MOTIVATION

"Intrinsic motivation refers to doing an activity or behavior voluntarily for its own sake, and the inherent pleasure and satisfaction derived from participation, while **Extrinsic motivation** refers to activities engaged in as a means to an end such as, to gain reward or avoid criticism, rather than for satisfaction of the activity itself."

What causes IM

Three factors explain the determination of intrinsically motivated behavior. One is the element of *cognition* and the other two are *affect* or emotions and *values*

Intrinsic Motivation and Cognition

Goals and objectives

Achievement orientation

Intrinsic Motivation and Affect

Joy

Positive affectivity

Intrinsic Motivation and Values

Value	Description	Value Type
Power	social status & prestige, dominance over people	Extrinsic
Achievement	personal success, capable, ambitious, influential	Intrinsic
Hedonism	pleasure gratification for self, enjoying life	Extrinsic
Stimulation	excitement, novelty, and challenge in life, daring	Extrinsic
Self-direction	independent thought, exploring, curious, freedom, creativity	Intrinsic
Universalism	understanding, tolerance, social justice, broadminded	Intrinsic
Benevolence	welfare of others, honest, helpful, forgiving	Intrinsic
Tradition	respect for traditional culture and religion, humble, moderate	Extrinsic
Conformity	honoring parents and elders, polite, obedient	Extrinsic
Security	safety and stability of society and of self and relationships	Intrinsic

A person high on IM is suggested to have the following characteristics:

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• Challenge seeker • Hard worker • Learning oriented • Curious • Competent • Enth • Secure	• Confident • Cheerful • Assertive • Energetic • Experiencing positive emotions (PA) • Spirit • Flexible • Intelligent usiastic	• Trusting • Tolerant • Appreciative • Sympathetic • Pleasant • Not defensive • Tactful insightful	• Altruistic • Moral • Thoroughness in decision making • Feeling of well being • Perception of good health • Willful	• Dependable • Thorough • Responsible • Organized • Achievement oriented • Persevering • Open to new ideas, feelings	• Planner • Reliable • Industrious • Evangelists (zealous) • Mature • Precise • Independent • Emotionally stable • Brave

Lecture # 06
MOTIVATION

Motivation: The willingness to exert high levels of effort to reach organizational goals, conditioned by the effort's ability to satisfy some individual need.
Three key elements can be seen in this definition; effort, goals and needs.
Effort element is a measure of intensity or drive. The quality of effort is equally important to the intensity of the effort.
Need: An internal state that makes certain outcomes appears attractive.
Performance and Motivation: Motivation alone does need lead to performance. The level of performance attained is determined by three independent factors; ability, motivation, and resources. For performance levels to be high, all three factors must be high. If any one is low or missing, the performance level will be adversely affected. For example, a very intelligent student who has the books, but because he/she does not care about grades, will not study (low motivation) and will not get an A grade.

For understanding and motivating others and ourselves we need to know some early theories of motivation

EARLY THEORIES OF MOTIVATION

1. **Hierarchy of needs theory**
   Maslow's theory that there is a hierarchy of five human needs: Physiological, safety, social, esteem, and self –actualization.

Physiological needs: A person's needs for food, drink, shelter, www.vuaskari.com sexual satisfaction, and other physical needs.
Safety needs: A person's needs for security and protection from physical and emotional harm.
Social needs: A person's needs for affection, belongingness, acceptance, and friendship.
Esteem needs: A person's needs for internal factors such as self – respect, autonomy, and achievement, and

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external factors such as status, recognition, and attention.
Self – actualization needs: A person's needs to become what he or she is capable of becoming.

2. Theory X
The assumptions that employees dislike work, are lazy, avoid responsibility, and must be coerced to perform.
Theory Y
The assumptions that workers are creative, enjoy work, seek responsibility, and can exercise self – direction.
McRegor's theory of X and Y is however not confirmed.

3. Herzberg's Motivation – hygiene theory
The motivation theory that intrinsic factors are related to job satisfaction and motivation, whereas extrinsic factors are associated with job dissatisfaction.
Hygiene factors: Factors that eliminate job dissatisfaction but don't motivate.
Motivators: Factors that increase job satisfaction and motivation. These factors are intrinsic.

CONTEMPORARY THEORIES OF MOTIVATION
1. McClelland's Three – needs theory
The motivation theory that says three needs – achievement, power, and affiliation – are major motives in work.
Needs for achievement (nAch): The drive to excel, to achieve in relation to a set of standards, and to strive
to succeed.
Needs for power (nPow): The need to make others behave in a way that they would not have behaved
otherwise.
Need for affiliation (nAff): The desire for friendly and close interpersonal relationship.
Of these three needs, need for achievement has been researched most extensively.

2. **Goal – setting theory**

The propositions that specific goals increase performance and that difficult goals, when accepted, result in higher performance than do easy goals.
Self – efficacy: An individual's belief that he or she is capable of performing a task.

3. Reinforcement theory
The theory that behavior is a function of its consequences.
Reinforcers: Any consequence immediately following a response that increases the probability that the behavior will be repeated.

4. Equity theory

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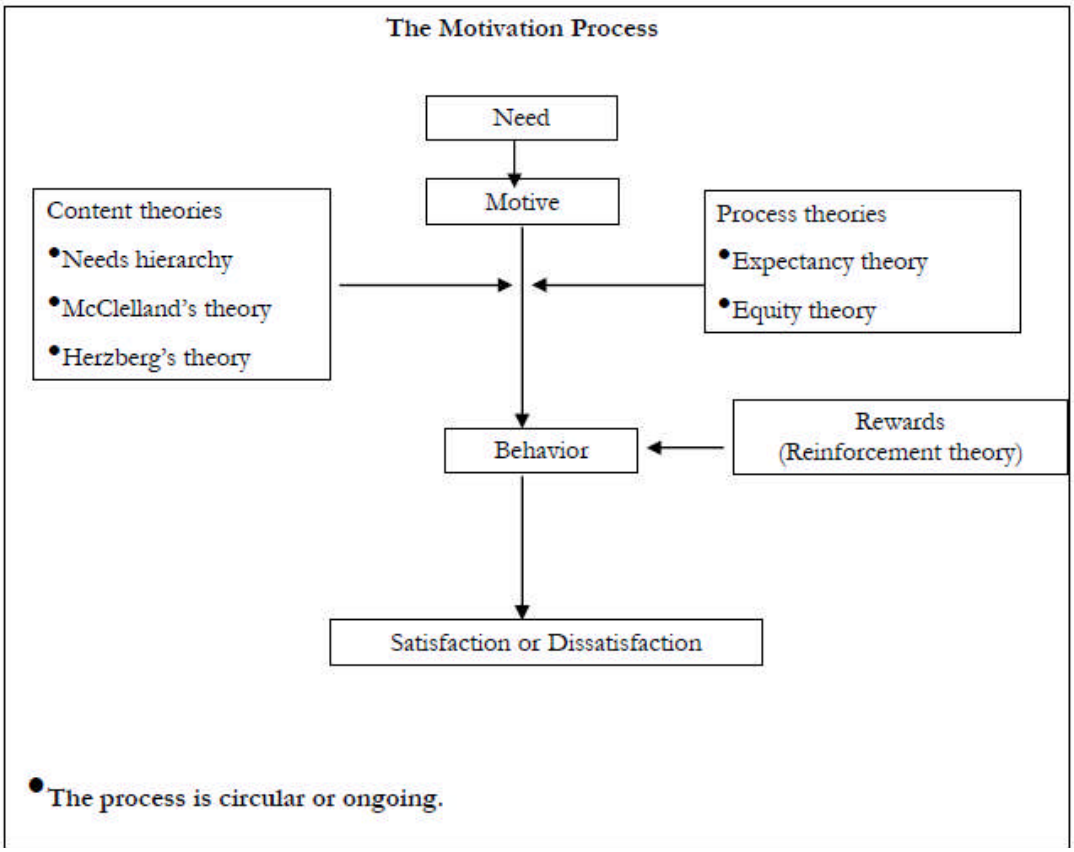
The theory that an employee compares his or her job's inputs – outcomes ratio with that of relevant others and then corrects any inequity.
Referents: The persons, systems, or selves against which individuals compare themselves to assess equity.

5. Expectancy theory

The theory that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual.

Lecture # 07
MOTIVATION (continue…)

In this lecture discussed that how this motivation is achieved in organization and in individual's lives or what are the some current issues www.vuaskari.com facing the notion of motivation.
Motivation accruing as a process:



HOW TO MOTIVATE A DIVERSE WORKFORCE?

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Compressed workweek
A workweek in which employees work longer hours per day but fewer days per week.
Flexible work hours (Flextime)
A scheduling system in which employees are required to work a certain number of hours per week but are free, within limits, to vary the hours of work.
Job sharing
The practice of having two or more people split a full time job
Telecommuting
A job approach in which employees work at home and are linked to the workplace by a computer and modem.
Pay – for – performance programs
Compensation plans that pay employees on the basis of some performance measure.
Open – book management
A motivational approach in which organization's financial statements are shared with all employees.
Cultural Differences in Motivation
The motivation theories just discussed are developed largely by US researchers and were validated with US workers. These theories may need to be modified for different cultures.

Lecture # 08
INTERPERSONAL COMMUNICATION

Communication distinctions are captured by philosopher Martin Buber (1970) who distinguished between three levels of communication: I-It, I-You, and I-Thou

I-It Communication: In an I-It relationship, we treat others impersonally, almost as objects.
I-You Communication: the second level Buber identified is I-You Communication, which accounts for the majority of our interactions. People acknowledge one another as more than objects, but they don't fully engage each other as unique individuals.
I-Thou Communication: Instead of dealing with them as occupants of social roles, we see them as unique human beings whom we know and accept in their totality.

Definition of Interpersonal Communication
We can build on Buber's poetic description to define interpersonal communication as a selective, systemic, unique and ongoing process of transaction between people who reflect and build personal knowledge of one another and create shared meanings.

8 PRINCIPLES OF INTERPERSONAL COMMUNICATION
There are eight basic principles of effective communication which we would describe one by one:
1. We Cannot "Not Communicate"
Whenever people are together, they communicate. We cannot avoid communicating

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when we are with others because they interpret what we do and say as well as what we don't do and don't say. Even if we chose to be silent, we are communicating. Even when we don't intend to communicate, we do so.

2. Communication Is Irreversible

Perhaps you have been in heated arguments in which you lost your temper and said something you later regretted. It could be that you hurt someone or revealed something about yourself you meant to keep private.

Later you might have tried to repair the damage by apologizing, explaining what you said, or denying what you revealed. But you couldn't erase your communication; you couldn't unsay what you said. That means what we say and do does matter and becomes a part of the relationship.

3. Interpersonal Communication Involves Ethical Choices

Ethics is a branch of philosophy that focuses on moral principles and code of conduct. Ethical issues concern what is right and what is wrong. Because interpersonal communication is irreversible and affects others, it always has ethical implications.

4. Meanings Are Constructed In Interpersonal Communication

Human beings construct the meaning of their communication. The significance of communication doesn't lie in words and nonverbal behaviors. Instead, meanings arise out of how we interpret one another. This calls our attention to the fact that humans use symbols, which sets us apart from other creatures.

5. Metacommunication Affects Meanings

The word metacommunication comes from two root terms; meta, which means "about" and communication. Thus, metacommunication is communication about communication. For example, during a conversation with your friend, you notice that his body is tense and his voice is sharp. You might say, "You seem really stressed." The statement metacommunicates because it communicates about your friend's nonverbal communication. Metacommunication is both verbal and nonverbal.

6. Interpersonal Communication Develops And Sustains Relationships

Interpersonal communication is the primary way we build, refine, and transform relationships because it allows us to express and share dreams, imaginings, and memories and to weave all of these into the joint world of relational partners.

7. Interpersonal Communication Is Not A Panacea

As we have seen, we communicate to satisfy many of our needs and to create relationship with others. Yet it would be a mistake to think communication is a cure-all. Many problems can't be solved by talk alone.

8. Interpersonal Communication Effectiveness Can Be Learned

Lecture # 09

THE WORLD BEYOND WORDS
(Nonverbal Communication)

Nonverbal communication is all aspects of communication other than words themselves. It includes not only gestures and body language but also how we utter words: inflection,

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pauses, tone, volume, and accent. These nonverbal features affect the meaning of our words. Nonverbal communication also includes features of environments that affect interaction, personal objects such as jewelry and clothes, physical appearance, and facial expressions.
Scholars estimate that nonverbal behavior accounts for 65% to 93% of the total meaning of communication.
To understand verbal and nonverbal dimensions of communication, we identify both similarities and differences between them.

SIMILARITIES BETWEEN VERBAL AND NONVERBAL COMMUNICATION

1. Nonverbal communication is symbolic: Like verbal communication, nonverbal communication is symbolic.
2. Nonverbal communication is rule guided: Within particular societies we share general understanding of what specific nonverbal behaviors are appropriate in various situations and what they mean.
3. Nonverbal communication may be intentional or unintentional: Both verbal and nonverbal communication may be deliberately controlled or unintentional.
4. Nonverbal communication reflects culture: Like verbal communication, nonverbal communication is shaped by cultural ideas, values, customs, and history. Just as we learn the language of a culture, we also learn it nonverbal codes.

DIFFERENCES BETWEEN VERBAL AND NONVERBAL COMMUNICATION

1. Nonverbal communication is believed to be more believable than verbal:
2. Nonverbal communication is multichanneled
3. Nonverbal communication is continuous

PRINCIPLES OF NONVERBAL COMMUNICATION

1. **Nonverbal Communication May Supplement Or Replace Verbal Communication**
2. **Nonverbal Communication May Regulate Interaction**: More than verbal cues, nonverbal behavior regulate the flow of communication between people. In conversations, we generally know when someone else is through speaking and when it is our turn to talk. Seldom do explicit verbal cues tell us when to speak and when to keep silent.
3. **Nonverbal Communication Often Establishes Relationship-Level Meanings**

The content level of meaning is the literal message. The relationship level of meaning defines communicators' identities and relationship between them. Nonverbal communication often acts as a "relationship language" that expresses the overall feeling of relationships. Three dimensions of relationship-level meanings are conveyed primarily through nonverbal communication; responsiveness, likeness, and power.

TYPES OF NONVERBAL COMMUNICATION

1. **KINESICS** refers to body position and body motions, including those of face.

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2. **HAPTICS**, the sense of touch, is the first of our five senses to develop, and many communication scholars believe touching and being touched are essential to a healthy life.
3. **PHYSICAL APPEARANCE**
4. **ARTIFACTS** are personal objects we use to announce our identities and heritage and to personalize our environment. We craft our image by how we dress and what objects we carry and use. Nurses and physicians wear white and often drape stethoscope around their necks, professors travel with briefcases, whereas students more often tote backpacks.
5. **ENVIRONMENTAL FACTORS** are elements of settings that affect how we feel and act. For instance, we respond to architecture, colors, room design, temperature, sounds, smells, and lighting.
6. **PROXEMICS** refers to space and how we use it. Every culture has norms that prescribe how people should use space, how close people should be to one another, and how much space different people are entitled to have. Space also announces status, with greater space being assumed by those with higher status.
7. **CHRONEMICS** refer to how we perceive and use time to define identities and interaction.
8. **PARALANGUAGE** is communication that is vocal but does not use words. It includes sounds, such as murmurs and gasps, and vocal qualities, such as volume, pitch, and inflection.
9. **SILENCE**

MINDFUL LISTENING

Hearing is a physiological activity that occurs when sound waves hit our eardrums. Listening is far more complex than hearing or otherwise physically receiving messages. Listening has psychological and cognitive dimensions that mere hearing does not. The first step in listening is making a decision to be mindful or being present in the moment. To be mindful is to keep your mind on what is happening in the here and now. When we are mindful, we don't let our thoughts wander away from the present situation.

Literature identifies three levels of listening:

1. With MARGINAL LISTENING, as the sender speaks, the receiver does not pay attention. The use of marginal listening results in misunderstanding and errors.

2. EVALUATIVE LISTENING requires the listener to pay reasonably close attention to the speaker.

The receiver evaluates the speaker's remarks as correct or not and determines if he or she will continue to really listen. Once the receiver hears something he or she does not accept, listening stops, and the rebuttal is formed.

3. EMPHATIC LISTENING is the ability to understand and relate to another's situation and feelings.

Most messages have two components – feelings and content. Try to relate to both. In this type of listening the receiver listens carefully, putting him or her self into the position of the sender to understand what is being said from the speaker's viewpoint.

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EMPHATIC LISTENING TIPS

1. Pay attention
2. Avoid distractions
3. Stay tuned in
4. Do not assume and interrupt
5. Watch for nonverbal cues
6. Ask questions
7. Take notes
8. Convey meanings
9. Think
10. Evaluate after listening
11. Evaluate facts presented
12. Paraphrase first
13. Watch for nonverbal cues

Lecture # 10

TRANSACTIONAL ANALYSIS

Transactional analysis is a method of understanding behavior in interpersonal dynamics. When you talk to someone about anything, you are involved in interpersonal dynamics, and a series of transactions take place. An organization is a product of the process of its human relations.

Studying TA can help you better understand people's behavior, and how to deal with emotions in a more positive way.

Below are three ego states, types of transactions, and life positions and stroking. Keep in mind that people are diverse and you will encounter a variety of ego states.

EGO STATES

According to Berne, we all have three major ego states that affect our behavior or the way we transact. The three ego states are *the parent, child, and adult*. We change ego states throughout the day, and even during a single discussion a series of transactions can take place between different ego states. Your parent, child, and adult ego states interact with other people's parent, child, and adult ego states. Understanding the ego state of the person you are interacting with can help you to understand his or her behavior and how to transact in an effective way.

Parent Ego State

When the parent ego is in control, people behave from one of two perspectives:

1. Critical Parent. When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding, disapproving, disciplining, and so on, you are in critical parent ego state. People in the critical parent ego use a lot of do's and don'ts. Managers using the autocratic style tend to be in critical parent ego state because they use high task/directive behavior.
2. Sympathetic Parent. On the other hand, you can also be a different type of parent. When you behave and respond with reassuring response that are protecting, permitting, consoling, caring, nurturing, and so on, you are in sympathetic parent ego state. Managers

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using the consultative and participative styles tend to be in sympathetic parent ego state because they are using high supportive/relationship behavior.

Child Ego State

When the child ego state is in control, people behave from one of two perspectives:

1. Natural Child. When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness, fantasy, impulsiveness, and so on, you are in natural child ego state. Successful managers do not tend to continuously operate from the natural child ego state.
2. Adapted Child. When you behave with confronting responses that express rebelliousness, pouting, anger, fear, anxiety, inadequacy, procrastination, blaming others, and so on, you are in adapted child ego state.

Managers should avoid behaving from the adapted child ego state because this type of behavior often leads to the employee becoming emotional and behaving in a similar manner. When managers are transacting with an employee in this ego state, they should not react with similar behavior, but should be in the adult ego state.

Adult Ego State

When the adult ego is in control, people behave in a thinking, rational, calculating, factual, unemotional manner. The adult gathers information, reasons things out, estimates probabilities, and makes decision with cool and calm behavior. When communicating in the adult ego state, you avoid becoming the victim of the other person by controlling your response to the situation.

Generally, the most effective behavior, human relations, and performance come from the adult ego state.

Identifying others Ego state

When interacting with others, you should be aware of their ego state. Are they acting like a parent, child, or adult?

Identifying their ego state will help you understand why they are behaving the way they are and help you to determine which ego state you should use during the interaction. For example, if the person is acting like an adult, you most likely should, too. If the person is acting like a child, it may be appropriate way for you to act like a parent rather than an adult. And there are times when it is appropriate for you to act out of the child ego state and have a good time.

Lecture # 11
TYPES OF TRANSACTIONS

Within ego states there are three different types of transaction: *complementary, crossed, and ulterior*

Complementary Transactions

A complementary transaction occurs when the sender of the message gets the intended response from the receiver. For example, an employee makes a mistake and, wanting some sympathy, apologizes to the boss.

Employee – 'I just dropped the thing when I was almost done. Now I have to do it all over again.'

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Supervisor – 'It happens to all of us; don't worry about it.'

Crossed Transactions

Crossed transactions occur when the sender of the message does not get the expected response from the receiver. Returning to our first example: Employee – 'I just dropped the thing when I was almost done. Now I have to do it all over again.' Supervisor – 'you are so clumsy.'

Ulterior Transactions

Ulterior, or hidden, transactions occur when the words seem to be coming from one ago state, but in reality the words or behaviors are coming from another. For example, after a training program, one of the participants came up to a consultant asking advice on an adult ego sate. When the consultant gave advice, the participant twice had quick responses as to why the advice would not work (child rather than adult behavior). The consultant realized that what the participant actually wanted was sympathetic understanding for his situation, not advice. The consultant stopped making suggestions and listened actively, using reflective responses. The consultant changed from the adult to the sympathetic parent ego state in order to have a complimentary transaction. Sometimes people don't know what they want or how to ask for it in a direct way, so they use ulterior transactions. When possible, it is best to avoid ulterior transactions because they tend to waste time. Avoid making people search for your hidden meanings. Plan your message before you send it. When receiving messages look for ulterior transactions and turn them into complimentary transactions, as stated above.

Life Positions

Attitudes affect your behavior and human relations. Within the TA framework, you have attitudes toward yourself and toward others. Positive attitudes are described as OK, and negative attitudes are described as
NOT OK. The four life positions are illustrated below.

I'm OK – You're not OK: Positive Attitude towards oneself

I'm not OK – You're not OK: Negative Attitude towards oneself and others

I'm not OK – You're OK: Positive Attitudes toward others

I'm OK – You're OK: Positive Attitude towards others and oneself

Lecture # 12

NEURO-LINGUISTIC-PROGRAMMING

It's a special tool of communication. Our language it may be verbal or non verbal reflects our state of mind. State of the mind of the individual infect the three things the body language, the language mean verbal & non verbal and state of mind these are highly interlinked each others. If we are happy our body language is different and if we are sad

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or depressed our body language is different. Our state of mind reflected proportionately by our language and language may be verbal or non verbal. That coordination between our mind and our language is the field of NEURO-LINGUISTIC-PROGRAMING. Briefly we called it NLP where NERO means our mind; LINGUISTIC is a language which could be verbal which could be non verbal and PROGRAMING indicates the relation and coordination among them. Coordination between body and mind coordination between our language and mind is the field of NLP.
It's a special tool of communication which is based on our five senses.

1. Vision (VISUAL)
2. Hearing (AUDITORY)
3. Touch (KINESTHETIC)
4. Taste (GUSTATORY)
5. Smell (OLFACTION)

To be a good communicator the first thing we need to realize is the state of mind of individual in front of us and we can evaluate and predict his/her state of mind through the sensory experience that which type of modalities he or she applying during his conversation or communication so, after knowing this we can interact with this person in the Same way or we can match www.vuaskari.com our style or body moment with his/her and by this we can make our communication deeply, better and productive.
NLP is actually matching body moment with opponent.
It's actually matching the state of mind with opponent but we can't see and know others state of mind that's why we match and observe the body moment or language of others because it is highly interlinked with the individual's state of mind.

Lecture # 13
CREATE YOUR OWN BLUEPRINT

Now imagine your past enjoyable trip and evaluate or think that which sense you use the most and you can also evaluate the others that which type of modalities he/she uses when they remembering something or some places that either they are VISUAL, AUDITORY or KINESTHETIC. After understanding and knowing your opponent you can communicate with him/her in a better way.

We already had read in the last lecture that our body language and our state of mind are interlinked.
What will you do it change the state of mind. We every time can't change our environment or situation so that we can change our language verbal or non verbal especially verbal, we can change our words because our language and our state of mind are interlinked and if we change our words then we can overcome the sad situation. By the positive force of the words our state of mind will be change in the long run.
Now the question arises that how can we refine or improve our vocabulary?
Down playing the tone of that word or by decreasing the negativity of that word we actually trying to decrease the negativity of our state of mind so that be remain happy so

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that be remain content and when our state of mind is change then naturally our body language are further change. Environment and situation is not our control that's why we can't change it but what is in our control we can change from it.

Communication and our vocabulary:

We can change our words from:

Afraid to uncomfortable

Frightened to inquiring

Frustrated to challenged

Etc…

Communication of emotions:

We are human beings and we feel emotion all the time we can never be absolutely neutral when we project we are neutral even at that time we are feeling some emotions. Now question arises that how to communicate emotions and what problems inherent the process of communicating emotions?

Emotions are basically our feelings.

Influence on emotions:

1. Physiological

Harmonic Responses
These are general not specific

2. Perceptual

We act on the basis of our interpretations not the actual phenomenon

3. Social

Effect of society or culture

Lecture # 14
LEADERSHIP

This lecture presents the notion of organizational democracy to capture the participatory management style within a company and also examines the relationship between this participatory style and other dimensions of the company like strategic leadership style and turbulent environment.

Our focuses and emphasis in this lecture would be on the practical side of the building personal leadership inside us.

First creation we do is mental then we implement physically so, everything is created twice once mentally and then physically.

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The person who can create things mentally and then implement physically is a leader.
Leadership is the process of influencing a group towards the achievement of goals.
There is a leadership potential in every person.
A leader is a person who has followers.

Traits of leaderships:

1. Drive
2. Desire to lead
3. Honesty and integrity
4. Self-confidence
5. Intelligence
6. Job relevant knowledge

Practical dimension of leadership:
Situational leadership:
1. Telling: (High task – Low relationship)
The situation where leader is only concerned with the task not with the personal side of the subordinates is called telling

2. Participating: (Low task – High relationships)
Leaders are only interacting with subordinates in terms of social interactions.

3. Selling: (High task – High relationships)

4. Delegating: (Low task – low relationships)

Now, the leader is someone who chooses one of these styles according to the situation for leading his subordinates.

Cutting-edge leaders:

- Transactional: leaders concerned with achieving the goals and objectives.
- Transformational: Pay attention to the concerns and development needs of individual followers.
- Charismatic-visionary: Closely related to transformational leadership. It is an ability to communicate your vision. They are self-confident, enthusiastic and visionaries.

Lecture # 15
LEADERSHIP *(continue…)*

Leaders and powers:
From where do leaders get their power?
Five sources identified.

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1. Legitimate power
2. Coercive power
3. Reward power
4. Expert power
5. Referent power

Creating a culture of trust:

Trust is the belief in the integrity, character and ability of the leader.
Five dimensions make up the concept of the trust.

1. Integrity, honesty and truthfulness
2. Competence: Technical and interpersonal knowledge and skills
3. Consistency: Reliability, predictability and good judgment in handling situations
4. Loyalty: Willingness to protect a person physically and emotionally.
5. Openness: willingness to share ideas and information freely.

Leadership and gender:

Do males and females lead differently?
Yes, women tends to adopt a more democratic or participative style and a less autocratic or directive style than do men.
Leadership styles are different in different cultures.

Situation for leadership where no need for a leader.

It is base on:
Characteristics of individuals: Ability, knowledge, experience and training.

Nature/characteristics of the task: if the task is the routine task its does not need a supervision and if people are expert in the task.

Characteristics of an organization: Where inflexible rules, formulizations, highly specified and active advisory and staff functions.

Lecture # 16

UNDERSTANDING GROUP BEHAVIOR

WHAT IS A GROUP?

A group is defined as two or more interacting and interdependent individuals who come together to achieve particular goals. Formal groups are work groups established by the organization that have designated work assignments and specific tasks. In formal groups, appropriate behaviors are established by and directed toward organizational goals.
In contrast, informal groups are social. These groups occur naturally in the workplace in response to the need for social contact. Informal groups tend to form around friendships and common interests.

Stages of Group Development

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Group development is a dynamic process and following is a brief description of its five stages:

Forming: The first stage of group development in which people join the group and then define the group's purpose, structure, and leadership.

Storming: The second stage of group development, which is characterized by intragroup conflict.

Norming: The third stage of group development, which is characterized by close relationships and cohesiveness.

Performing:

The fourth stage of group development in which the group is fully functional and performs.

Adjourning: The final stage for group development for temporary groups during which group members are concerned with wrapping up activities rather than task performance.

Basic Group Concepts

Role: A role is a set of behavior patterns expected of someone occupying a given position in a social unit.

Norm: Norm is an acceptable standard or expectation shared by group members.

Status: Status means a prestige grading, position, or rank within a group.

Group Size: Does the group size affect the group's overall behavior? The answer is a definite yes, but the affect depends on the outcomes on which one is focusing. For instance, small groups are faster at completing tasks than the large groups. However, if the group is engaged in problem solving, larger groups consistently get better results.

A Free Rider Tendency: A group phenomenon in which members reduce their individual efforts and contribution as the group size increases.

Group Cohesiveness: The degree to which group members are attracted to one and another and share the group goals.

Conflict: Perceived incompatible differences that result in interference or opposition.

Conflicts are of the following types:

1. Traditional conflicts
2. Human relations conflict
3. interactionist view of conflict
4. Functional conflicts
5. Dysfunctional conflicts
6. Task conflicts
7. Relationship conflict
8. Process conflict

Advantages of Group Decision Making

1. Provide more complete information
2. Generate more alternatives
3. Increase acceptance of a solution

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4. Increased legitimacy

Disadvantage of Group Decision Making

1. They are time consuming
2. Minority domination
3. Pressure to conform
4. Ambiguous responsibility

Lecture # 17
UNDERSTANDING TEAM BEHAVIOR

Work teams are formal groups made up of interdependent individuals who are responsible for attainment of a goal.

TYPES OF TEAMS

Although there are many ways to categorize teams, we will look at teams in terms of four characteristics: purpose, duration, membership and, structure.

Functional Team

A type of work team composed of a manager and his or her subordinates from a particular functional area.

Self-Managed Team

A type of work team that operates without a manager and is responsible for a complete work process or segment.

Virtual Team

A type of work team that uses computer technology to link physically dispersed members in order to achieve a common goal.

Cross-Functional Team

A type of work team that's a hybrid grouping of individuals who are experts in various specialties and who work together on various tasks.

Characteristics of Effective Teams

1. Goal clarity
2. Relevant skills
3. Mutual trust
4. Unified commitment
5. Good communication
6. Negotiating skills
7. Appropriate leadership
8. Internal and external support

Management of Teams

1. Planning
2. Organizing
3. Leading
4. Controlling

Lecture # 18
EMOTIONAL FACET

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The arsenal of skill you have for changing our emotional states includes:

- Physiology
- Focus
- Questions
- Sub modalities
- Transformational Vocabulary
- Metaphors
- Neuro – Associative Conditioning
- Beliefs
- Compelling future
- Values
- Rules
- References
- Identity

PHYSICAL FACET

Fitness is "the physical ability to perform athletic activity." Health, however, is defined as "the state where all the systems of the body – nervous, muscular, skeletal, circulatory, digestive, lymphatic, hormonal, etc. – are working in an optimal way…." Most people think that fitness implies health, but the truth is that they don't necessarily go hand in hand.

The biggest difference between health and fitness comes down to understanding the distinction between *aerobic* and *anaerobic* exercise, between *endurance* and *power*. Aerobic means, literally, "with oxygen," and refers to moderate exercise sustained over a period of time. Your aerobic system is your system for endurance, and encompasses the heart, lungs, blood vessels and aerobic muscles. If you activate your aerobic system with proper exercise and diet, www.vuaskari.com you burn fat as your primary fuel.

On the other hand, anaerobic means, "without oxygen," and refers to exercises that produce short bursts of power. Anaerobic exercise burns glycogen as its primary fuel, while causing the body to store fat.

Most types of exercise can be either aerobic or anaerobic. The level of intensity determines whether you are using your aerobic or anaerobic system. Walking, jogging, running, biking, swimming, dancing, etc. can provide either benefit. Lower heart rates make these activities aerobic and higher heart rates make them anaerobic….
Usually, tennis, racquetball, basketball and similar sports are anaerobic.

The others Facets can be

Emotional intelligence
Intellectual knowledge
Values
Etc...

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Lecture # 19

HUMAN RESOURCE DEVELOPMENT & THE ROLE OF GOVERNACE

Governance means the process of decision making and the process by which decisions are implemented or otherwise? The concept is not new and as old as human civilization. Since governance is the process of decision making and the process by which decisions are implemented, an analysis of governance focuses on the formal and informal actors involved in decision making and implementing the decisions made and the formal and informal structures that have been set in place to arrive at and implement the decisions. Government plays a predominant role in governance both in rural and urban, beside other involved in governance depending upon the level, like in rural areas, influential landlord, associations of farmers, cooperatives, NGOs, religious leaders etc, while in urban areas, besides the actors as said for rural areas, media, international donors, multinational cooperation etc. may play a role in decision making or influencing the decision making process. Thus governance can be used in several contexts such as corporate governance, international governance, national governance and local governance.

Good Governance has eight major characteristics:

1) Participation: All men and women should have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their interests. Such broad participation is built on freedom of association and speech, as well as capacities to participate constructively.

2) Rule of Law: Legal frameworks should be fair and enforced impartially, particularly the laws on human rights.

3) Transparency: Transparency is built on the free flow of information. Processes, institutions and information are directly accessible to those concerned with them and enough information is provided to understand and monitor them.

4) Responsiveness: Institutions and processes try to serve all stakeholders.

5) Consensus Orientation: Good governance mediates differing interests to reach a broad consensus on what is in the best interests of the group and, where possible, on policies and procedures.

6) Equity: All men and women have opportunities to improve or maintain their well-being.

7) Effectiveness and Efficiency: Processes and institutions produce results that meet needs while making the best use of resources.

8) Accountability: Decision-makers in government, the private sector and civil society organizations are accountable to the public, as well as to institutional stakeholders. This accountability differs depending on the organization and whether the decision is internal or external to an organization. It is clear that good governance is an ideal which is difficult to achieve in its totality. The countries, which have come close to achieve good governance in its totality, are able to achieve sustainable human development. It is a known fact that economic growth is a means to sustainable

Human development not an end itself. There are five aspects to sustainable human development all affecting the living of the poor & vulnerable.

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1) Empowerment: The expansion of men and women's capabilities and choices increases their ability to exercise those choices free of hunger, want and deprivation. It also increases their opportunity to participate in, or endorse, decision-making affecting their lives.

2) Co-operation: With a sense of belonging important for personal fulfillment, wellbeing and a sense of purpose and meaning, human development is concerned with the ways in which people work together and interact.

3) Equity: The expansion of capabilities and opportunities means more than income – it also means equity, such as an educational system to which everybody should have access.

4) Sustainability: The needs of this generation must be met without compromising the right of future generations to free of poverty and deprivation and to exercise their basic capabilities.

5) Security: Particularly the security of livelihood. People need to be freed from threats, such as disease or repression and from sudden harmful disruptions in their lives.

According to the Human Development Report
1999, South Asia remains region divided between the types of rich and despair of the poor. A region where the richest one-fifth areas almost 40 percent of the income and the poorest one-fifth makes do with less than 10 percent.

Lecture # 20
HUMAN RESOURCE DEVELOPMENT

This lecture is review of lecture # 01

Lecture # 21
HUMAN DEVELOPMENT INDEX (HDI)

The **Human Development Index** (**HDI**) is a comparative measure of life expectancy, literacy, education, and standard of living for countries worldwide. It is a standard means of measuring well being, especially child welfare. It is used to determine and indicate whether a country is a developed, developing, or underdeveloped country and also to measure the impact of economic policies on quality of life.

The HDI measures the average achievements in a country in three basic dimensions of human development:

• A long and healthy life, as measured by life expectancy at birth.
• Knowledge, as measured by the adult literacy rate (with two-thirds weight) and the combined primary, secondary, and tertiary gross enrollment ratio (with one-third weight).
• A decent standard of living, as measured by the log of gross domestic product (GDP) per capita at purchasing power parity (PPP) in USD.

A HDI below 0.5 is considered to represent *low development* and
A HDI of 0.8 or more is considered to represent *high development.*

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Lecture # 22

REPORTS

Since 1972, (1978 in book form) Freedom House publishes an annual report, Freedom in the World, on the degree of democratic freedoms in nations and significant disputed territories around the world, by which it seeks to assess the current state of civil and political rights on a scale from 1 (most free) to 7 (least free). These reports are often used by political scientists when doing research. The ranking is highly correlated with several other ratings of democracy also frequently used by researchers.
Freedom House also produces annual reports on press freedom (*Press Freedom Survey*), governance in the nations of the former Soviet Union (*Nations in Transit*), and countries on the borderline of democracy (*Countries at the Crossroads*). In addition, one-time reports have included a survey of women's freedoms in the Middle East.

Criticisms of Freedom House Methodology

The methodology Freedom House uses for its reports has been criticised for its perceived bias towards countries with pro-US positions. By relying on 'experts' or 'judges', the methodology is claimed to fall into the what is described as 'systematic measurement error': "Regardless of the direction of distortions, it is highly likely that every set of indicators formed by a single author or organization contains systematic measurement error. The origin of this measure lies in the common methodology of forming measures. Selectivity of information and various traits of the judges fuse into a distinct form of bias that is likely to characterize all indicators from a common publication.

GINI COEFFICIENT

The **Gini coefficient** is a measure of inequality of income distribution or inequality of wealth distribution. It is defined as a ratio with values between 0 and 1:
Thus, a low Gini coefficient indicates more equal income or wealth distribution, while a high Gini coefficient indicates more unequal distribution. 0 corresponds to perfect equality (e.g. everyone has the same income) and
1 corresponds to perfect inequality (e.g. one person has all the income, while everyone else has zero income).
The Gini coefficient requires that no one have a negative net income or wealth.
The Gini coefficient was developed by the Italian statistician Corrado Gini and published in his 1912 paper "Variabilità e mutabilità" ("Variability and Mutability").
The Gini coefficient is also commonly used for the measurement of the discriminatory power of rating systems in credit risk management.
The **Gini index** is the Gini coefficient expressed as a percentage, and is equal to the Gini coefficient multiplied by 100. (The Gini coefficient is equal to half of the relative mean difference.)

Advantages of Gini coefficient as a measure of inequality

• The Gini coefficient's main advantage is that it is a measure of inequality by means of a ratio analysis, rather than a variable unrepresentative of most of the population, such as per capita income or gross domestic product.
• It can be used to compare income distributions across different population sectors as

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well as countries, for example the Gini coefficient for urban areas differs from that of rural areas in many countries (though the United States' urban and rural Gini coefficients are nearly identical).
• It is sufficiently simple that it can be compared across countries and be easily interpreted. GDP statistics are often criticised as they do not represent changes for the whole population; the Gini coefficient demonstrates how income has changed for poor and rich. If the Gini coefficient is rising as well as GDP, poverty may not be improving for the majority of the population.
• The Gini coefficient can be used to indicate how the distribution of income has changed within a country over a period of time, thus it is possible to see if inequality is increasing or decreasing.
• The Gini coefficient satisfies four important principles:
o *Anonymity*: it does not matter who the high and low earners are.
o *Scale independence*: the Gini coefficient does not consider the size of the economy, the way it is measured, or whether it is a rich or poor country on average.
o *Population independence*: it does not matter how large the population of the country is.
o *Transfer principle*: if income (less than the difference), is transferred from a rich person to a poor
person the resulting distribution is more equal.

Disadvantages of Gini Coefficient as a Measure of Inequality

The Gini coefficient of different sets of people cannot be averaged to obtain the Gini coefficient of all the people in the sets: if a Gini coefficient were to be calculated for each person it would always be zero. When measuring its value for a large, economically diverse country, a much higher coefficient than each of its regions has individually will result.
For this reason the scores calculated for individual countries within the EU are difficult to compare with the score of the entire US: the overall value for the EU should be used in that case, 31.3, which is still much lower than the United States', 45. Using decomposable inequality measures (e.g. the Theil index T converted by $1 - e^{-T}$ into a inequality coefficient) averts such problems.
The Lorenz curve may understate the actual amount of inequality if richer households are able to use income more efficiently than lower income households. From another point of view, measured inequality may be the result of more or less efficient use of household incomes.

GROSS NATIONAL HAPPINESS

Gross National Happiness (GNH) is an attempt to define quality of life in more holistic and psychological terms than Gross National Product.
The term was coined by Bhutan's King Jigme Singye Wangchuck in 1972. It signaled his commitment to building an economy that would serve Bhutan's unique culture based on Buddhist spiritual values.

Qualitative and Quantitative Indicators

There is no exact quantitative definition of GNH.
GNH is a qualitative condition that is often discussed in tandem with the Genuine

Progress Indicator which, unlike GNP, attempts to quantify well-being and happiness. The two measures agree, however, that subjective measures like well-being are more relevant and important than more objective measures like consumption.

According to Daniel Kahneman, a Princeton University psychologist, the indicator is measured using a new technique called the day reconstruction method. It consists in recollecting memories of the previous working day by writing a short diary.

Happiness as Understood by Classical Liberalism

Under classical liberal economic theory happiness was already an economic measurement used interchangeably with utility as well as the general welfare. Classical liberal economists attempt to quantify happiness through measurements in consumption and profits. For example if X product is consumed in good quantity for high profit, classical liberal economists argue that societies know that this good, and all the factors used in the production of the good, generate a great deal of happiness for society. It is this equating of high consumption levels with happiness that has been challenged by proponents of GNH.

Criticism of GNH

Critics allege that because GNH depends on a series of subjective judgments about well-being, governments may be able to define GNH in a way that suits their interests. In the case of Bhutan, for instance, they say that the government expelled about one hundred thousand people and stripped them of their Bhutanese citizenship on the grounds that the deportees were ethnic Nepalese who had settled in the country illegally. While this would reduce Bhutan's wealth by most traditional measures such as GDP, the Bhutan government claims it has not reduced Bhutan's GNH.

Alternative indicators of economic progress have also been supported by a number of NGOs such as the UK's New Economics Foundation, and are employed in some governments notably in Europe and Canada..

Good Luck…..!!!

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Solved by Admin Askari, Admin Rajpoot and Dua Smile

Paper # 01

MIDTERM EXAMINATION
Fall 2009
HRM627 - Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com
The ability to manage one's own emotions and impulses is called:
. Self-awareness
. Self-motivation
Self-management page 7
. Self monitoring

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com
If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?
. Appreciates him
. Like him
Does not like him page 5
. Starts fighting with him

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com
An individual who is shy and withdrawn, and focuses on understanding the world is described as an:
Introvert page 6
. Sensing
. Perceptive
. Intuitive

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com
Negative inequity is generated when an individual feels that he/ she received a reward which is:
. More than that of other people
. Equal to that of others
. Not sufficient for his/ her needs
Less than that of other people page 22 (in equity person compares with the relevant person)

Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com
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From 1985 to 2000, the number of most authoritarian countries in the world declined from:
. 80 to 64
. 65 to 10
67 to 26 page 41
. 42 to 12

Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com
According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?
. Extraversion
Openness to experience page 7
. Conscientiousness
. Emotional stability

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com
In his research, Herzberg asked his respondents to:
Indicate when they felt exceptionally good or bad about their job
. Complete a well-known satisfaction inventory
- Identify hygiene factors

. Indicate the level of their morale

http://books.google.com.pk/books?id=CqeSb7JH0IC&pg=PA195&lpg=PA195&dq=In+his+research,+Herzberg+asked+his+respondents+to&source=bl&ots=Ja4NM-IbyI&sig=CCw_E7rleCm1i0LR7lvzweBRIBE&hl=en&ei=xbiQTammEYOyuAOI_6GvDQ&sa=X&oi=book_result&ct=result&resnum=4&ved=0CCUQ6AEwAw#v=onepage&q=respondents%20to&f=false

page 195

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com
"Can you shed some light on it?" is a common expression based on:
. Auditory sub-modalities
Kinesthetic sub-modalities
. Gustatory sub-modalities
. Visual sub-modalities page 38

Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com
A worker with perceived negative inequity is likely to change work inputs or _____ .
. Leave the situation

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. Ask for a raise
. Work more hours
Come to work early

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com
Human development index considers all of the following variables, EXCEPT:
Adult education page 64& 65
. Life expectancy
. Literacy
. Standard of living

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is true about a group?
. Interacting individuals who come together to achieve particular goals
Interdependent individuals who come together to achieve particular goals
Interacting and interdependent individuals who come together to achieve particular goals page 53
. Two or more interacting and interdependent individuals

Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com
Human development index of Nepal was 0.534 in 2005, published in 2007 and is:
. Increasing page 66
Decreasing
. Constant
. Facing change

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com
Good Political Governance emphasizes the role of:
. Accountability and Efficiency
. Transparency and Effectiveness
. Accountability and Transparency sure
Effectiveness and Efficiency

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com
Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:
. Information
. Knowledge decision making
. Empowerment and decision implementation
All of the given options page 58

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com

www.vuaskari.com

Human Development Index (HDI) is a:
Comparative measure page 64
. Proportional measure
. Distributive measure
. Relativistic measure

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com
A '7' degree on the freedom scale used in World Freedom Reports means that the country is:
. Free
. Least free page 69
. In consideration to be freed
Moderately free

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com
Work teams are _____ made up of interdependent individuals who are responsible for attainment of a goal.
Formal groups page 53
. Informal groups
. Unstructured groups
. Sample group

Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com
People who are low on neuroticism are:
More stable page 16
. Less stable
. Unstable
. None of the given options

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com
For determining the degree of freedom, Nations are ranked on a scale of ____ on several questions.
. 0 – 4 page 69
. 0 – 5
. 1 – 4
1 – 10

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is a process that gives meaning to our environment by organizing and interpreting our sensory impressions?
. Locus of control
Perception page 9

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. Selectivity
. Self-monitoring

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is not the trait of people high on Intrinsic Motivation (IM)?
. Well planned
. Self determined not sure
Self directed
. Risk taker

Question No: 22 (Marks: 1) - Please choose one www.vuaskari.com
According to Maslow, which of the following are considered to be higher-order needs?
. Self-actualisation and Safety
. Self-actualisation and Existence
. Esteem and Relatedness
Esteem and Self-actualisation page 21

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com
Hertzberg's theory does not include:
. Satisfiers
. Hygiene factors
. Equity page 21
Job content factors

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following expressions is based on kinesthetic sub-modality?
. Junaid's room is in an apple-pie order
. She sung so well
. Ali was completely immersed to his mid-term exams
Chinese food does not magnetize his taste

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com
When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:
Stereotyping page 10
. Halo effect
Attitude
. Behavior

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com
If you don't study for an exam because you don't think it will help your exam

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grade, this refers to which component of Expectancy theory?
. Valence
. Instrumentality
Expectancy
. Effort

Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com
The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:
. A drive
An effort
. A goal
. A need page 21

Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com
Goal setting theory states that in order to have superior motivators, goals should be:
Specific and challenging page 22
. General and encouraging
. So hard that they are beyond the employee's skills level
. So that they can be easily reached

Question No: 29 (Marks: 1) - Please choose one www.vuaskari.com
Job sharing and telecommuting are two forms of _____ work schedules.
. Compressed
Strict
. Flexible page 23

. All of the given options
Question No: 30 (Marks: 1) - Please choose one www.vuaskari.com
When full-time production employees work for "10-hour days" each week, their company is using _____.
. Flextime
. Telecommuting
. Job sharing
A compressed workweek page 23

Paper # 02

MIDTERM EXAMINATION
Spring 2010

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HRM627- Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com
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Temperature, clothes and environment etc. relates to:
► Gustatory Sub modalities
► Auditory Sub modalities
► **Kinesthetic Sub modalities page 38**
► Visual Sub modalities

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the followings is part of the attitude that refers to the beliefs, opinions, knowledge or information held by a person?
► **Cognitive component page 5**
► Behavioral component
► Affective component
► Environmental component

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
If Mr. B has a belief that "discrimination is wrong" and he starts avoiding Mr. C because he discriminates against women. This refers to which of the following?
► Affective component
► Cognitive component
► **Behavioral component page 5**
► Environmental component

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
An individual who is shy and withdrawn, and focuses on understanding the world is described as an:
► **Introvert page 6**
► Sensing
► Perceptive
► Intuitive
.
Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Degree to which people like or dislike themselves is known as:
► Self-monitoring
► Locus of control

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► **Self-esteem page 8**
► Stereotyping

Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
The performance of which type of people will decrease under monotonous conditions?
► Low on extraversion
► **High on extraversion page 13**
► Low on conscientiousness
► High on conscientiousness

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com

www.vuaskari.com

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

► Extraversion
► **Openness to experience page 7**
► Conscientiousness
► Emotional stability

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:

► Social
► Safety
► **Esteem page 21**
► Security

Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Impersonal communication occurs when:

► We interact spontaneously with other people
► We practice other-centered communication
► **We treat people as objects page 24**
► We interact spontaneously and practice other-centered communication

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
According to Watzlawick, Beavin and Jackson, interpersonal communication has _____ levels of meaning.

► Three
► Four
► Five
► **Two page 25**

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
From 1985 to 2000, the number of most democratic countries in the world increased from:

► 40 to 56
► 56 to 74
► **44 to 82 page 41**
► 82 to 93

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Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
What is the type of conflicts that supports a group's goals and improves its performance?
► Dysfunctional conflict
► **Functional conflict**
► Task conflict
► Relationship conflict
Functional conflicts support the goals of a group, improve its performance and are constructive in nature. Dysfunctional conflicts hinder the performance of a group and are destructive in nature.

Article Source: http://EzineArticles.com/5832775

http://ezinearticles.com/?The-Rationale-Behind-Conflict-Management!&id=5832775

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following power is an influence that is based on expertise, special skills, or knowledge?
► Reward power
► Coercive power
► Legitimate power
► **Expert power (hrm624 page 91 & 92)**

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following dimensions of trust deals with willingness to freely share ideas and information?
► **Openness**
► Loyalty
► Consistency
► Integrity
http://www.slidefinder.net/t/teamwork_jos%C3%A9_onofre_montesa_andr%C3%A9s/2076502398

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which stage of group development is characterized by intragroup conflict?
► Norming
► **Storming page 53**
► Adjourning

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► Forming

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is true about a group?
► Interacting individuals who come together to achieve particular goals
► Interdependent individuals who come together to achieve particular goals
► Interacting and interdependent individuals who come together to achieve particular goals page 53
► Two or more interacting and interdependent individuals

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is NOT a type of teams?
► Functional team
► Focus team page 55
► Cross functional team
► Virtual team

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Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index (HDI) varies within certain Minimum and Maximum limits. A HDI at 0.4 is considered as:
► Average development
► **Low development page 66**
► High development
► Intermediate development

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Pakistan was 0.551 in 2005, published in 2007 and is:
► **Increasing**
► Decreasing
► Constant
► Excellent

http://en.wikipedia.org/wiki/List_of_countries_by_Human_Development_Index

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Nepal was 0.534 in 2005, published in 2007 and is:
► **Increasing**
► Decreasing
► Constant
► Facing change
http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Governance is a process of:
► **Decision making and decision implementing page 58**
► Decision implementing and decision monitoring
► Decision making and decision processing
► Decision making and decision monitoring

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Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

► Information
► Knowledge decision making
► Empowerment and decision implementation
► **All of the given options page 58**

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Human Development Index (HDI) is a:

► **Comparative measure page 64**
► Proportional measure
► Distributive measure
► Relativistic measure

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
According to McClelland's three needs theory of motivation, a good salesperson can probably high in which need?

► **Need for achievement page 21**
► Need for power
► Need for affiliation
► All of the given option

People who have a higher nACH would probably make better entrepreneurs or salespeople
http://www.sykronix.com/tsoc/courses/pm/mclel.htm

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the following states that 'employers should use reward systems that are fair and open, conforming to both distributive and procedural justice perceptions of the employees'?

► Expectancy theory
► Reinforcement theory
► **Equity theory**
► Attribution theory

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Job sharing and telecommuting are two forms of _____ work schedules.

► Compressed

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► Strict
► **Flexible page 23**
► All of the given options

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Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Scholars estimate that nonverbal behaviour contributes _____ to the total meaning of communication.
► 10% to 25%
► 30% to 45%
► 50% to 63%
► **65% to 93% page 28**

Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:
► **Stereotyping page 10**
► Halo effect
► Attitude
► Behavior

Paper # 03
MIDTERM EXAMINATION
Spring 2009
HRM627- Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following relates to developing people and the circumstances around them?

Human resource management

Human resource development page 2

Strategic human resource management

Personnel administration

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
People make things happen but they require a set of _____ to do so.
Values
Traditions

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Circumstances page 2
Principles

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following does not come under the negative pole of agreeableness?

- Hostility

- **Warm page 14**

- Disdainful

- Bossy

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
The positive pole of openness to experience includes all of the following, EXCEPT:

- Cultured

- Intelligent

- **Simple page 16**

- Imaginative

Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
In his research, Herzberg asked his respondents to:

- **Indicate when they felt exceptionally good or bad about their job**

- Complete a well-known satisfaction inventory

- Identify hygiene factors

- Indicate the level of their morale

http://books.google.com.pk/books?id=CkqeSb7JH0IC&pg=PA195&lpg=PA195&dq=-In+his+research,+Herzberg+asked+his+respondents+to&source=bl&ots=Ja4NMCw_E7rleCm1i0LR7JyzweBRIBE&hl=en&ei=xbiQTammEYOyuAOI_6IbyI&sig=CGvDQ&sa=

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X&oi=book_result&ct=result&resnum=4&ved=0CCUQ6AEwAw#v=onepage&q=respondents%20to&f=false
page 195
Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
A maintenance worker at a nuclear power plant recognizes that her job is important to society at large. This is an example of which core dimension of the job characteristics model?

- Skill variety
- Taks identity
- Autonomy
- **Task significance page 22**

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Paralanguage refers to which of the following?

- Two different languages
- Two different meanings in one language
- Various meanings in various languages
- **Vocal messages of pitch, rate and loudness page 30**

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com
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When the sender of a message does not get the expected response from the receiver, _____ transaction occurs.

- **Crossed page 33**
- Complementary
- Ulterior
- Apparent

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Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which period/century is labeled as the "Century of Democracy"?

Renaissance period

19th century

20th century page 41

21st century

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
In which country, the leaders are expected to be paternalistic towards the employees?

Korea

America

Pakistan

Japan

Consider the following: Korean leaders are expected to be paternalistic toward employees.
http://gmx.xmu.edu.cn/ews/business/management/chapter17.htm

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is true about a group?

Interacting individuals who come together to achieve particular goals

Interdependent individuals who come together to achieve particular goals

Interacting and interdependent individuals who come together to achieve particular goals page 53

Two or more interacting and interdependent individuals

Note: Solve these papers by yourself
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Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
A HDI (Human Development Index) _____ is considered to represent low development.

- **Below 0.5 page 66**
- 0.8 or more
- Between 0 and 1
- Below 0

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:

- **Increasing**
- Decreasing
- Constant
- Facing big change

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Nepal was 0.534 in 2005, published in 2007 and is:

- **Increasing**
- Decreasing
- Constant
- Facing change

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Note: Solve these papers by yourself
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www.vuaskari.com

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
All of the following are characteristics of good governance, EXCEPT:

- Equity
- **Dependability page 58**
- Consensus
- Participation

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human Development Index (HDI) is a:

- **Comparative measure page 64**
- Proportional measure
- Distributive measure
- Relativistic measure

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is not a proposition of Personality & Intrinsic Motivation (IM) Link?

- People high on conscientiousness would be high on IM
- People high on Extraversion would be high on IM
- **People high on Agreeableness would have moderate IM (in handouts, only high IM is mentioned.)**
- People high on Neuroticism would be high in IM

Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
According to the report in 2003 by Freedom House, which country was dubbed as not free?

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Nigeria

North Korea page 69

Pakistan

Mozambique

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Work teams are _____ made up of interdependent individuals who are responsible for attainment of a goal.

Formal groups page 53

Informal groups

Unstructured groups

Sample group

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?

Self-managed Team page 55

Functional team

Cross functional team
Virtual team

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is not a component of attitude?

Cognition

Affect

Behavior

www.vuaskari.com

Opinion page 5

Question No: 22 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is not the trait of people high on Intrinsic Motivation (IM)?

Well planned

Self determined

Self directed

Risk taker

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
If you don't study for an exam because you don't think it will help your exam grade, this refers to which component of Expectancy theory?

Valence

Instrumentality

Expectancy

Effort

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:

A drive

An effort

A goal

A need page 21

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www.vuaskari.com

www.vuaskari.com

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is among the factors that Hertzberg listed as hygiene factors, or dissatisfies?

- A sense of achievement
- An increased sense of responsibility
- **Good working conditions**
- Intrinsic rewards

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Goal setting theory states that in order to have superior motivators, goals should be:

- **Specific and challenging page 21 & 22**
- General and encouraging
- So hard that they are beyond the employee's skills level
- So that they can be easily reached

Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
When full-time production employees work for "10-hour days" each week, their company is using _____.

- Flextime
- Telecommuting
- Job sharing
- **A compressed workweek page 23**

Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

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Vu Askari Team
www.vuaskari.com

The fact that we may receive several nonverbal messages at once, it indicates that nonverbal communication is:

- Ambiguous
- Distracting
- **Multi-channeled page 28**
- Non-linguistic

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Question No: 29 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the following expressions is based on kinesthetic sub-modality?

Junaid's room is in an apple-pie order

She sung so well

Ali was completely immersed to his mid-term exams

Chinese food does not magnetize his taste

Question No: 30 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which one of the following is the modality of Neuro-linguistic programming?

Artifacts

Chronemics

Kinesthetic page 36 & 38

Haptics

Paper # 04
MIDTERM EXAMINATION HRM627 - Human Resource Development

Question No: 1 (Marks: 1) – Please choose one www.vuaskari.com
If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?
. Appreciates him
. Like him
. Does not like him page 5
. Starts fighting with him

Question No: 2 (Marks: 1) – Please choose one www.vuaskari.com
The ability to manage one's own emotions and impulses is called:
. Self-awareness
. Self-motivation
. Self-management page 7
. Self monitoring

Note: Solve these papers by yourself
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www.vuaskari.com

Question No: 3 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following is the most extensively researched trait of Big five model?
. Conscientiousness
. Emotional stability
. Extraversion page 13
. Agreeableness

Question No: 4 (Marks: 1) – Please choose one www.vuaskari.com
The positive pole of extraversion includes all of the following, EXCEPT:
. Sociability
. Assertiveness
. Logical page 13
. Gregarious

Question No: 5 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following does not come under the negative pole of agreeableness?
. Hostility
. Warm page 14
. Disdainful
. Bossy

Question No: 6 (Marks: 1) – Please choose one www.vuaskari.com
Asking someone the meaning of his statement is an example of:
. Verbal aggressiveness
. Rejection
. Metacommunication
. Insensitivity

Question No: 7 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following is the most powerful nonverbal cue?
. Silence
. Touch
. Eye contact page 25
. Facial expression

Question No: 8 (Marks: 1) – Please choose one www.vuaskari.com
Transactional Analysis is supported by the philosophy that:
. People can change
. We all have a right to be in the world and be accepted
. Quality of work life can be improved
. All of the given options page 31

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www.vuaskari.com

www.vuaskari.com

Question No: 9 (Marks: 1) – Please choose one www.vuaskari.com
Which period/century is labeled as the "Century of Democracy"?
. Renaissance period
. 19th century
. 20th century page 41
. 21st century

Question No: 10 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following power is an influence that is based on expertise, special skills, or knowledge?
. Reward power
. Coercive power
. Legitimate power
. Expert power (from hrm624)

Question No: 11 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following power arises because of a person's desirable resources or personal traits?
. Reward power
. Coercive power
. Referent power
. Expert power

Referent power
Power that arises because of a person's desirable resources or personal traits.
http://www.leader-values.com/Content/glossary.asp?Letter=R

Question No: 12 (Marks: 1) – Please choose one www.vuaskari.com
Which stage of group development is characterized by intragroup conflict?
. Norming
. Storming page 53
. Adjourning
. Forming

Question No: 13 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following is true about a group?
. Interacting individuals who come together to achieve particular goals
. Interdependent individuals who come together to achieve particular goals
. Interacting and interdependent individuals who come together to achieve particular goals page 53
. Two or more interacting and interdependent individuals

Note: Solve these papers by yourself
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www.vuaskari.com

www.vuaskari.com

Question No: 14 (Marks: 1) – Please choose one www.vuaskari.com
Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:
. Increasing
. Decreasing
. Constant
. Facing big change

Question No: 15 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following is NOT an aspect of Sustainable Human Development?
. Empowerment
. Responsiveness page 58
. Sustainability
. Equity

Question No: 16 (Marks: 1) – Please choose one www.vuaskari.com
Governance is a process of:
. Decision making and decision implementing page 58
. Decision implementing and decision monitoring
. Decision making and decision processing
. Decision making and decision monitoring

Question No: 17 (Marks: 1) – Please choose one www.vuaskari.com
"Doing an activity or behavior voluntarily for its own sake, for the inherent satisfaction and pleasure derived from participation" well defines:
. Intrinsic Motivation page 17
. Extrinsic Motivation
. Conscientiousness
. Machiavellianism

Question No: 18 (Marks: 1) – Please choose one www.vuaskari.com
The term "Gross National Happiness" was coined in:
. 1950
. 1965
. 1972 page 73
. 1985

Question No: 19 (Marks: 1) – Please choose one www.vuaskari.com
If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?
. Carbohydrates
. Vitamins
. Fats page 56

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www.vuaskari.com

. Proteins

Question No: 20 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following exercises do NOT maintain the increased heart rate for 20 or more minutes?
. Biking
. Swimming
. Aerobic dancing
. Yoga page 56

Question No: 21 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?
. Self-managed Team page 55
. Functional team
. Cross functional team
. Virtual team

Question No: 22 (Marks: 1) – Please choose one www.vuaskari.com
Hertzberg's theory does not include:
. Satisfiers
. Hygiene factors
. Equity page 21
. Job content factors

Question No: 23 (Marks: 1) – Please choose one www.vuaskari.com
When full-time production employees work for "10-hour days" each week, their company is using _____.
. Flextime
. Telecommuting
. Job sharing
. A compressed workweek page 23

Question No: 24 (Marks: 1) – Please choose one www.vuaskari.com
_____ is communication that is vocal but does not use words.
. Haptics
. Paralanguage page 30
. Non verbal
. Verbal

Question No: 25 (Marks: 1) – Please choose one www.vuaskari.com
The fact that we may receive several nonverbal messages at once, it indicates that

www.vuaskari.com

nonverbal communication is:
. Ambiguous
. Distracting
. Multi-channeled page 28
. Non-linguisitic

Question No: 26 (Marks: 1) – Please choose one www.vuaskari.com
Which of the following expressions is based on kinesthetic sub-modality?
. Junaid's room is in an apple-pie order not sure
. She sung so well
. Ali was completely immersed to his mid-term exams
. Chinese food does not magnetize his taste

Question No: 27 (Marks: 1) – Please choose one www.vuaskari.com
Which one of the following is the modalities of Neuro-linguistic programming?
. Artifacts
. Chronemics
. Kinesthetic
. Haptics

Question No: 28 (Marks: 1) – Please choose one www.vuaskari.com
To feel angry at some one corresponds to:
. Attitude page 5
. Behaviour
. Skill
. Knowledge

Paper# 05
MIDTERM EXAMINATION
Spring 2009
HRM627- Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
People make things happen but they require a set of _____ to do so.
Values
Traditions
Circumstances
Principles

www.vuaskari.com

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which component of an attitude refers to an intention to behave in a certain way toward someone or something?
Affective component
Cognitive component
Behavioral component
Environmental component

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
A person preferring a work environment that is quiet and concentrated is:
Introvert
Extrovert
Intuitive
Judgmental

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is one word explanation of agreeable people?
Conflict free
Brave
Touchy
Unfriendly

Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:
Social
Safety
Esteem
Security

Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.comWhich one of the following is a special communication tool based on our five sub modalities?
Neuro linguistic programming-
Non verbal communication
Interpersonal communication

Note: Solve these papers by yourself
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www.vuaskari.com

www.vuaskari.com

Paralanguage

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is excluded from the threads of corporate excellence?
Strategic orientation
Top management leadership style
Organizational design
Corporate vision

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which period/century is labeled as the "Century of Democracy"?
Renaissance period
19th century
20 th century
21st century

Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
80 to 64
65 to 10
67 to 26
42 to 12

www.vuaskari.com

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
From 1985 to 2000, the number of most democratic countries in the world increased from:
40 to 56
56 to 74
44 to 82
82 to 93

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following powers is same as coercive power?
Referent power
Legitimate power
Expert power
None of the given options

Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
When communication takes place between more than two people, it is known as which of the following?
Inter personal communication
Group communication
Non verbal communication
None of the given options

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
"Two or more than two people sitting together" is called a group if:
They are interacting
They are interdependent on each other
They have to achieve a particular goal
All of the given options

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which stage of group development is characterized by intragroup conflict?
Norming
Storming

Note: Solve these papers by yourself
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www.vuaskari.com

www.vuaskari.com

Adjourning
Forming

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the following is true about a group?
Interacting individuals who come together to achieve particular goals
Interdependent individuals who come together to achieve particular goals
Interacting and interdependent individuals who come together to achieveparticular goals
Two or more interacting and interdependent individuals

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Human development index of Pakistan was 0.551 in 2005, published in 2007 and Is:
Increasing
Decreasing
Constant
Excellent

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the following is NOT an aspect of Sustainable Human Development?
Responsiveness
Sustainability
Equity
Empowerment

Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Governance is a process of:
Decision making and decision implementing
Decision implementing and decision monitoring
Decision making and decision processing
Decision making and decision monitoring

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com

www.vuaskari.com

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:
Information
Knowledge decision making
Empowerment and decision implementation
All of the given option

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which concept in Human Resource Development clearly elaborates quality of Life?
GNP
GDP
GNH
Gini coefficient

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?
Carbohydrates
Vitamins
Fats
Proteins

Question No: 22 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:
A drive
An effort
A goal
A need

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the theory states that the workers are self motivated to work hard?
Theory X
Theory Y
McGregor's theory

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None of the given options

http://www.expertprogrammanagement.com/2011/03/theory-x-and-theory-y/

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

Which of the following is true about Goal Setting Theory?

It is well supported by research

It works only for some employees

It has no role in training

It works only if the goals are easy to achieve

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

Theory Y managers see employees as:

Lacking ambition

Wanting only security in a job

Motivated to work

Disliking work

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

Body language and verbal intonation are important means of _____ communication.

Nonverbal

Technological

Verbal

Impersonal

Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

The reason of poor listening includes which of the following?

Emotionally loaded language

Sender and Receiver hold different values

Not adapting to diverse listening styles

An average person speaks 125-200 words per minute

http://www.wadsworthmedia.com/marketing/sample_chapters/0534623166_ch06.pdf

Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

The parent, the child and the adult are the three states of :

Attitude

www.vuaskari.com

Ego
Five factor model
Vision

Question No: 29 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
When I say, "How many times have I told you?", I am in which ego state?
Child state
Adult state
Parent state
Transaction state

Question No: 30 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Generally, the most effective behaviour, human relations and performance come from:
Parent ego state
Child ego state
Adult ego state page 31
Either parent or adult ego state

Lesson # 1-15

HRM627 - -- - 165 MCQs

SOLVED BY DUA SMILE

Quiz # 1

Question # 1 of 15 (Start time: 09:43:09 PM) Total Marks: 1
According to Gottfried intrinsic motivation is inversely related to _____
Select correct option:

Anxiety

Depression
Dissatisfaction

Frustration

www.vuaskari.com

Question # 2 of 15 (Start time: 09:43:50 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

Social skills

Self management

Emotional development

Emotional intelligence

Question # 3 of 15 (Start time: 09:44:39 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:

Marginal listening
Emphatic listening
Evaluative listening
None of above

EMPHATIC LISTENING is the ability to understand and relate to another's situation and feelings.

Question # 4 of 15 (Start time: 09:45:23 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

Open – book management
A motivational approach in which organization's financial statements are shared with all employees.

www.vuaskari.com

Question # 5 of 15 (Start time: 09:45:54 PM) Total Marks: 1
Which of the following development ensures human dignity through freedom of eperession and independent participation?
Select correct option:

Political
Societal
Logical
Knowledge

Question # 6 of 15 (Start time: 09:46:16 PM) Total Marks: 1
The term democracy originated from Greek word “demokratia” where “demo” means:
Select correct option:

Process
People
Power
Policy

Question # 7 of 15 (Start time: 09:46:36 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

8 of 15 (Start time: 09:46:58 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

Loyalty
Integrity
Openness
Consistency

Question # 9 of 15 (Start time: 09:47:20 PM) Total Marks: 1

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Which one the following is not the extrinsic value?
Select correct option:

Stimulation

Universalism

Conformity

Power

Question # 10 of 15 (Start time: 09:48:27 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

Question # 11 of 15 (Start time: 09:48:56 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training not sure
Delegation
Authority
Empowerment

Question # 12 of 15 (Start time: 09:49:25 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:

Hardworking

Socialized

www.vuaskari.com

Intelligent

Trained

Question # 13 of 15 (Start time: 09:49:55 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 14 of 15 (Start time: 09:50:35 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Question # 15 of 15 (Start time: 09:51:47 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz # 2

Quiz Start Time: 09:58 PM

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Time Left 89
sec(s)
Question # 1 of 15 (Start time: 09:58:09 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 09:58:43 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:
Human resource management
Human resource development
Strategic human resource management
Personnel management

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 09:59:10 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:
Physiological traits
Personality traits
Physical traits
Cultural traits

Note: Solve these papers by yourself
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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 4 of 15 (Start time: 09:59:38 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:
Rational mangers
Low risk taking managers
Efficient managers
High risk taking managers

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 10:00:19 PM) Total Marks: 1
The common expression "I can't handle this stuff" is based on which of the following sub modalities?
Select correct option:
Auditory
Kinesthetic
Visual
Olfaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 10:01:42 PM) Total Marks: 1
The ability to put yourself in others shoes and to sense how others are feeling is called_____
Select correct option:
Empathy
Self awareness
Self monitoring
Consciousness

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 7 of 15 (Start time: 10:02:40 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent
Critical child
Natural Child
Critical Parent

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 8 of 15 (Start time: 10:03:39 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?
Select correct option:
Locus of control
Perception
Selectivity
Self-monitoring

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 9 of 15 (Start time: 10:04:16 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:
Self-management
Self-awareness
Self-motivation
Self monitoring

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 10 of 15 (Start time: 10:04:36 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 10:06:18 PM) Total Marks: 1
The person's ability to adjust his or her own behavior to the external situational factors is known as
Select correct option:
Self management
Self monitoring
Self motivation
Self awareness

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 13 of 15 (Start time: 10:06:48 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:
Hardworking
Socialized
Intelligent
Trained

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 14 of 15 (Start time: 10:08:06 PM) Total Marks: 1
Reliability, predictability, and good judgment in handling situation are related to which of

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the following dimension of trust?
Select correct option:
Openness
Loyalty
Consistency
Integrity

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 10:08:26 PM) Total Marks: 1
Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:
Artifacts
Chronemics
Proxemics
Paralanguage

Quiz # 3

Question # 1 of 15 (Start time: 10:13:07 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 2 of 15 (Start time: 10:13:29 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage

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Silence
Kinesics
Non-verbal

Question # 3 of 15 (Start time: 10:14:11 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Question # 4 of 15 (Start time: 10:14:37 PM) Total Marks: 1
_____ lead through charisma, expertise, contacts, and interpersonal skills to influence others.
Select correct option:

Women
Men
Both
None

Question # 5 of 15 (Start time: 10:15:35 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?

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Select correct option:

Rational mangers
Low risk taking managers

Efficient managers
High risk taking managers
me: anu kafi loog hain

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:

Rational mangers
Low risk taking managers

Efficient managers
High risk taking managers

Question # 7 of 15 (Start time: 10:17:06 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Question # 8 of 15 (Start time: 10:17:59 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

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Locus of control
Stereotyping

Question # 9 of 15 (Start time: 10:18:37 PM) Total Marks: 1
TA stands for_____?
Select correct option:

Transformational analysis

Translational analysis

Transformable analysis

Transactional analysis

Question # 10 of 15 (Start time: 10:19:07 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

Safety needs
Esteem needs

Social need
Self-actualization needs

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

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Safety needs
Esteem needs

Social need
Self-actualization needs

Question # 12 of 15 (Start time: 10:21:01 PM) Total Marks: 1
Irfan works at an office with low-walled cubicles. There is often a lot of background noise and Irfan has trouble hearing clients on the phone. This is an example of a _____ barrier.
Select correct option:

Semantic
Physical
Process
Personal

Question # 13 of 15 (Start time: 10:21:48 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:

Affective component

Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 10:13 PM Time Left 87 sec(s)

Question # 14 of 15 (Start time: 10:22:34 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?

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Select correct option:

Parent
Child
Adult
Transaction

Quiz Start Time: 10:13 PM Time Left 86 sec(s)

Question # 15 of 15 (Start time: 10:23:05 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

QUIZ # 4

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 1 of 15 (Start time: 10:26:16 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

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Quiz Start Time: 10:26 PM Time Left 88
sec(s)

Question # 2 of 15 (Start time: 10:26:42 PM) Total Marks: 1
The common expression “I can’t handle this stuff” is based on which of the following sub modalities?
Select correct option:

Auditory

Kinesthetic

Visual

Olfaction

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 3 of 15 (Start time: 10:28:10 PM) Total Marks: 1
The ability to be aware of what you’re feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

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Question # 4 of 15 (Start time: 10:28:36 PM) Total Marks: 1
If Mr. B has a belief that "smoking is bad" and he starts avoiding Mr. C because he smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 5 of 15 (Start time: 10:29:10 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 6 of 15 (Start time: 10:29:32 PM) Total Marks: 1
NLP stands for:
Select correct option:

Neuro-Linguistic-Programming

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Neuro-Language Programming

Non-Language Programming

Non-Linguistic-process

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 10:29:59 PM) Total Marks: 1
The heart of interpersonal communication is shared meanings between people. This statement is said by
Select correct option:

Watzlawick

Jackson

Duck

Richard and McCroskey

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:30:45 PM) Total Marks: 1
The modern political democracy is seemed to be under attack from factors like:
Select correct option:

Media consolidation
Commercialization of education
News uniformity
All of the given options

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Quiz Start Time: 10:26 PM Time Left 88
sec(s)

Question # 9 of 15 (Start time: 10:31:21 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

Quiz Start Time: 10:26 PM Time Left 88
sec(s)

Question # 10 of 15 (Start time: 10:32:04 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 11 of 15 (Start time: 10:32:47 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of

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our____ senses.
Select correct option:

One

Five

Three

Six

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 12 of 15 (Start time: 10:33:14 PM) Total Marks: 1
_____ means that members of an organization participate in the processes of organizing and governance.
Select correct option:

Organizational democracy

Employee morale

Organization productivity

Economic democracy

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 10:33:55 PM) Total Marks: 1
Personality is:
Select correct option:

Something than changes almost monthly

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Of no interest to trainers
A key part of motivation theory
A stable set of personal characteristics that account for consistent patterns of behavior

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:34:38 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 15 of 15 (Start time: 10:35:13 PM) Total Marks: 1
"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

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QUIZ # 5

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 1 of 15 (Start time: 10:36:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:

Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 10:36:55 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

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Question # 3 of 15 (Start time: 10:37:26 PM) Total Marks: 1
If Mr. B has a belief that "smoking is bad" and he starts avoiding Mr. C because he smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 4 of 15 (Start time: 10:37:54 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:

44 to 82

45 to 90

40 to 70

40 to 85

Quiz Start Time: 10:36 PM Time Left 87 sec(s)

Question # 5 of 15 (Start time: 10:38:25 PM) Total Marks: 1
_____ can have good effect on our mental state.
Select correct option:

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Positive words
Toxic words

Caustic words

Negative words

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 6 of 15 (Start time: 10:38:50 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication
Nonverbal communication

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 7 of 15 (Start time: 10:39:58 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

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Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 10:40:31 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 9 of 15 (Start time: 10:41:10 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 10:41:26 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.

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Select correct option:

Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 10:41:50 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?
Select correct option:

Locus of control
Perception
Selectivity
Self-monitoring

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 10:42:11 PM) Total Marks: 1
The component of an attitude that refers to an intention to behave in a certain way toward someone or something is called:
Select correct option:

Affective component

Environmental component

Cognitive component

Behavioral component

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Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 13 of 15 (Start time: 10:43:06 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 14 of 15 (Start time: 10:44:32 PM) Total Marks: 1
Which type of development is required in bringing order, discipline and peace into life?
Select correct option:

Ethical and democratic

Financial and economic

Moral and spiritual
Nutritional

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

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Question # 15 of 15 (Start time: 10:45:07 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

QUIZ # 6

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 1 of 15 (Start time: 10:47:17 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 10:47:47 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

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Charismatic
Transactional
None of the above

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 3 of 15 (Start time: 10:48:44 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 10:49:02 PM) Total Marks: 1
When we form a general intuition about a person on the basis of single characteristics it's known as
Select correct option:

Stereotyping
Self serving bias
Halo effect
Empathy

Quiz Start Time: 10:47 PM Time Left 88

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sec(s)

Question # 5 of 15 (Start time: 10:49:23 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:

Vision, auditory and touch

Taste, auditory and vision

Vision, smell and taste

Vision, auditory and smell

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 10:49:55 PM) Total Marks: 1
"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

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Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 7 of 15 (Start time: 10:50:15 PM) Total Marks: 1

Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:50:33 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:

Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 9 of 15 (Start time: 10:51:04 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

Social skills

Self management

Emotional development

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Emotional intelligence

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 10 of 15 (Start time: 10:51:47 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 10:52:20 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 10:52:40 PM) Total Marks: 1

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Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:

Artifacts
Chronemics
Proxemics
Paralanguage

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 10:52:59 PM) Total Marks: 1
When the adult ego is in control, people behave in a thinking, balanced and _____ manner.
Select correct option:

Unemotional

Irrational
Sentimental
Unrealistic

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:53:33 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:

Physical development

Social development

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Spiritual development

Political development

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 15 of 15 (Start time: 10:54:02 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage
Silence
Kinesics
Non-verbal

Quiz Start Time: 10:55 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:55:59 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

QUIZ # 7

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:59:41 PM) Total Marks: 1
The highest need in the hierarchy of needs is:

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Select correct option:
Safety
Esteem
Self actualization
Physiological

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 2 of 15 (Start time: 11:00:09 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:
Physical development
Social development
Spiritual development
Political development

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 3 of 15 (Start time: 11:00:34 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:
Vision, auditory and touch
Taste, auditory and vision
Vision, smell and taste
Vision, auditory and smell

Quiz Start Time: 10:59 PM

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Time Left 90
sec(s)
Question # 4 of 15 (Start time: 11:00:50 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:
Self-esteem
Self-monitoring
Locus of control
Stereotyping

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 11:01:11 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:
Stimulation
Universalism
Conformity
Power

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 6 of 15 (Start time: 11:01:58 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:
Participative
Directive style
Dictatorial
None of the above.

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Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 7 of 15 (Start time: 11:02:23 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 8 of 15 (Start time: 11:02:56 PM) Total Marks: 1
People who are high in _____ , basically value relationship and avoid disagreement.
Select correct option:
Openness to experience
Extraversion
Agreeableness
Conscientiousness

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:03:37 PM) Total Marks: 1
Which of the following transaction is judgmental?
Select correct option:
Adult-Parent Transaction
Adult-Adult Transaction
Child-Child Transaction
Parent-Parent Transaction

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Quiz Start Time: 10:59 PM
Time Left 88
sec(s)
Question # 10 of 15 (Start time: 11:04:52 PM) Total Marks: 1
The verbal cue for child ego state includes all except:
Select correct option:
"I wish"
"I want"
"I don't know"
"How much"

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 11 of 15 (Start time: 11:05:22 PM) Total Marks: 1
_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening
Defensive Listening

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 11:06:44 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

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Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 13 of 15 (Start time: 11:07:13 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 14 of 15 (Start time: 11:07:47 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:08:06 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:
Non-verbal
Oral
Written

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Verbal

QUIZ # 8

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 1 of 15 (Start time: 11:10:16 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

Quiz Start Time: 11:10 PM Time Left 85 sec(s)

Question # 2 of 15 (Start time: 11:10:42 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

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Question # 3 of 15 (Start time: 11:11:28 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 4 of 15 (Start time: 11:11:53 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

Loyality
Integrity
Openness
Consistency

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 5 of 15 (Start time: 11:12:22 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

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Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 6 of 15 (Start time: 11:13:14 PM) Total Marks: 1
_____ needs a working environment that gives a variety of experiences, and let him to work with others.
Select correct option:

Follower
Employee
Extrovert
Leader

Quiz Start Time: 11:10 PM Time Left 68
sec(s)

Question # 7 of 15 (Start time: 11:14:13 PM) Total Marks: 1
A person who is anxious, emotional and touchy should possess which one of the following characteristic?
Select correct option:

Positive pole of openness to experience
Negative pole of conscientiousness

Negative pole of extraversion

Positive pole of neuroticism

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

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Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 9 of 15 (Start time: 11:16:37 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas

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Thoughts
Vocabularies
All of above

Quiz Start Time: 11:10 PM Time Left 65 sec(s)

Question # 10 of 15 (Start time: 11:18:06 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 11:19:24 PM) Total Marks: 1
The parent, the child and the adult are the three states of which of the given option?
Select correct option:

Attitude
Ego
FFM
Vision

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 12 of 15 (Start time: 11:19:57 PM) Total Marks: 1

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Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 13 of 15 (Start time: 11:20:39 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication
Nonverbal communication

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 14 of 15 (Start time: 11:21:03 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:

Human resource management
Human resource development

Strategic human resource management

Personnel management

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Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 15 of 15 (Start time: 11:21:26 PM) Total Marks: 1
Which period/century is labeled as the “Century of Democracy”?
Select correct option:

Renaissance period
19th century
20th century

21st century

QUIZ # 9

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 1 of 15 (Start time: 11:22:53 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 11:23:44 PM) Total Marks: 1
_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening

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Defensive Listening

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 3 of 15 (Start time: 11:25:03 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:
Five levels
Four levels
Two levels
Three levels

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 4 of 15 (Start time: 11:25:41 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

uiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 5 of 15 (Start time: 11:26:06 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:
Affective component
Behavioral component
Environmental component
Cognitive component

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Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 6 of 15 (Start time: 11:26:48 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:
Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 7 of 15 (Start time: 11:27:16 PM) Total Marks: 1
The component of an attitude that is made up of the beliefs, opinions, knowledge, or information held by a person is called:
Select correct option:
Behavioral component
Cognitive component
Affective component
Environmental component

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

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Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 11:22 PM
Time Left 70
sec(s)
Question # 9 of 15 (Start time: 11:28:29 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:
Artifacts
Chronemics
Haptics
Proxemics

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 10 of 15 (Start time: 11:29:19 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:
Training
Delegation
Authority
Empowerment

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uiz Start Time: 11:22 PM
Time Left 85
sec(s)
Question # 11 of 15 (Start time: 11:30:42 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:
Social skills
Self management
Emotional development
Emotional intelligence

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 12 of 15 (Start time: 11:31:12 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:
Increased dysfunctional behavior in employees
Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 13 of 15 (Start time: 11:32:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:
Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

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Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 14 of 15 (Start time: 11:33:04 PM) Total Marks: 1
_____ Culture places a high value on physical appearance.
Select correct option:
Eastern
Asian
Western
All of the above

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 15 of 15 (Start time: 11:34:03 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:
Knowledge
Skills
Values
Society

QUIZ # 10

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 1 of 15 (Start time: 11:36:05 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:
44 to 82
45 to 90
40 to 70
40 to 85

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 2 of 15 (Start time: 11:36:22 PM) Total Marks: 1
Which of the following is NOT among the personality traits studied under Five Factor Model?
Select correct option:
Extraversion
Agreeableness
Security
Emotional stability

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 11:36:43 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:
One
Five
Three
Six

Quiz Start Time: 11:36 PM
Time Left 88
sec(s)
Question # 4 of 15 (Start time: 11:37:03 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent

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Critical child
Natural Child
Critical Parent

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 5 of 15 (Start time: 11:37:30 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 11:37:50 PM) Total Marks: 1
Which of the following is a method of understanding behavior in interpersonal dynamics?
Select correct option:
Organizational democracy
Neuro- Linguistic Programming
Transactional analysis
None of the given options

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 7 of 15 (Start time: 11:38:33 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?

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Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 8 of 15 (Start time: 11:38:55 PM) Total Marks: 1
_____ is a group which is important due to multiplier effect they have on the development of others through families.
Select correct option:
Skilled worker
University students
Girls and women
Unemployed youth

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:39:30 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:36 PM
Time Left 89

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sec(s)
Question # 10 of 15 (Start time: 11:39:53 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 11:40:11 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:
100 to 80
65 to 10
67 to 26
30 to 5

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 13 of 15 (Start time: 11:40:54 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:
Marginal listening
Emphatic listening
Evaluative listening
None of above

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:41:30 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

QUIZ # 11

Quiz Start Time: 11:42 PM Time Left 86
sec(s)

Question # 1 of 15 (Start time: 11:42:56 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 2 of 15 (Start time: 11:43:15 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:

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Affective component

Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 3 of 15 (Start time: 11:43:32 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 11:43:52 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities

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Ethics

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 5 of 15 (Start time: 11:44:19 PM) Total Marks: 1
When we show interest, understanding and fun, we are in which following state?
Select correct option:

Parent ego state

Adapted child ego state

Adult ego state

Natural child ego state

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 11:44:51 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

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Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 7 of 15 (Start time: 11:45:09 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training
Delegation
Authority
Empowerment

Quiz Start Time: 11:42 PM Time Left 87
sec(s)

Question # 8 of 15 (Start time: 11:45:36 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

Locus of control
Stereotyping

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Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 9 of 15 (Start time: 11:46:19 PM) Total Marks: 1

When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:

Physiological traits

Personality traits

Physical traits

Cultural traits

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 11:46:46 PM) Total Marks: 1
A workweek in which employees work longer hours per day but fewer days per week is called:
Select correct option:

Flexible workweek
Telecommuting
Compressed workweek
Job sharing

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 11 of 15 (Start time: 11:47:25 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

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Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 11:47:40 PM) Total Marks: 1
When the _____ is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.
Select correct option:

Parent ego state
Child ego state
Adult Ego State
None of the given options

Quiz Start Time: 11:42 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 11:48:08 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:

100 to 80
65 to 10
67 to 26
30 to 5

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Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 14 of 15 (Start time: 11:48:25 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 15 of 15 (Start time: 11:48:45 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

HRM 627

LECTURE 1-20

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Quiz # 01

Quiz Start Time: 07:48 PM Time Left 89

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sec(s)

Question # 1 of 15 (Start time: 07:48:48 PM) Total Marks: 1
_____ lead through charisma, expertise, contacts, and interpersonal skills to influence others.
Select correct option:

Women
Men
Both
None

Quiz Start Time: 07:48 PM Time Left 85
sec(s)

Question # 2 of 15 (Start time: 07:49:32 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 07:48 PM Time Left 86
sec(s)

Question # 3 of 15 (Start time: 07:50:02 PM) Total Marks: 1
When we evaluate someone on the basis of our observation of a group he or she is a part of, then it's called
Select correct option:

Halo effect
Stereotyping
Like me effect
Self serving bias

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Quiz Start Time: 07:48 PM Time Left 88
sec(s)

Question # 4 of 15 (Start time: 07:50:33 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
Parent transaction

Quiz Start Time: 07:48 PM Time Left 88
sec(s)

Question # 5 of 15 (Start time: 07:50:58 PM) Total Marks: 1
People make things happen but they require a set of _____ to do so.
Select correct option:

Values
Traditions
Circumstances
Principles

Quiz Start Time: 07:48 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 07:51:25 PM) Total Marks: 1
Dr. Zaheer interprets messages by focusing on emotions and body language. His listening style can be described as _____.
Select correct option:

Evaluative
Empathetic
Discerning
Appreciative

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Quiz Start Time: 07:48 PM Time Left 88 sec(s)

Question # 7 of 15 (Start time: 07:52:13 PM) Total Marks: 1
Which of the following dimensions of trust deals with willingness to protect a person - physically and emotionally?
Select correct option:

Openness

Loyalty

Competence

Consistency

Quiz Start Time: 07:48 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 07:52:55 PM) Total Marks: 1
The highest need in the hierarchy of needs is:
Select correct option:

Safety
Esteem
Self actualization

Physiological

Quiz Start Time: 07:48 PM Time Left 88 sec(s)

Question # 9 of 15 (Start time: 07:53:15 PM) Total Marks: 1
"I guess" is a verbal cue for which ego state?
Select correct option:

Parent

Child

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Adult

Transaction

Quiz Start Time: 07:48 PM Time Left 88 sec(s)

Question # 10 of 15 (Start time: 07:53:44 PM) Total Marks: 1
Which stage of group development is characterized by intragroup conflict?
Select correct option:

Norming

Storming

Adjourning

Forming

Quiz Start Time: 07:48 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 07:54:39 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

Quiz Start Time: 07:48 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 07:55:01 PM) Total Marks: 1
Which of the following transaction is judgmental?
Select correct option:

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Adult-Parent Transaction

Adult-Adult Transaction
Child-Child Transaction
Parent-Parent Transaction

Quiz Start Time: 07:48 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 07:56:29 PM) Total Marks: 1
The verbal cue for child ego state includes all except:
Select correct option:

"I wish"

"I want"
"I don't know"
"How much"

Quiz Start Time: 07:48 PM Time Left 89 sec(s)

Question # 14 of 15 (Start time: 07:56:53 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:

44 to 82

45 to 90

40 to 70

40 to 85

Quiz Start Time: 07:48 PM Time Left 87 sec(s)

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Question # 15 of 15 (Start time: 07:57:19 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz # 02

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 08:04:01 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:
Auditory Submodalities
Kinesthetic Submodalities
Visual Submodalities
Gustatory Submodalities

Quiz Start Time: 08:04 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 08:04:22 PM) Total Marks: 1
The common expression "I can't handle this stuff" is based on which of the following sub modalities?
Select correct option:
Auditory
Kinesthetic
Visual
Olfaction

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Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 08:04:48 PM) Total Marks: 1
Which theory depicts that employees avoid accountability and must be pressurized to perform?
Select correct option:
Theory Y
Expectancy theory
Equity theory
Theory X

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 4 of 15 (Start time: 08:05:18 PM) Total Marks: 1
Which of the following dimension of trust deals with willingness to share ideas and information freely?
Select correct option:
Openness
Loyalty
Consistency
Integrity

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 08:05:32 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:
Participative
Directive style
Dictatorial

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None of the above.

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 08:06:15 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

Quiz # 03

Quiz Start Time: 08:09 PM Time Left 89
sec(s)

Question # 1 of 15 (Start time: 08:09:14 PM) Total Marks: 1
The high-velocity industries that are probably more exposed to the impact of globalization are:
Select correct option:

Manufacturing
Electronics
Service
Textile

Quiz Start Time: 08:09 PM Time Left 88
sec(s)

Question # 2 of 15 (Start time: 08:10:20 PM) Total Marks: 1
When the _____ is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.
Select correct option:

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Parent ego state
Child ego state
Adult Ego State
None of the given options

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 3 of 15 (Start time: 08:10:53 PM) Total Marks: 1
Which of the following is referred as “the physical ability to perform athletic activity?”
Select correct option:

Health
Alertness
Fitness
Activeness

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 4 of 15 (Start time: 08:11:17 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

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Question # 5 of 15 (Start time: 08:11:42 PM) Total Marks: 1
Which type of development is required in bringing order, discipline and peace into life?
Select correct option:

Ethical and democratic

Financial and economic

Moral and spiritual
Nutritional

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 6 of 15 (Start time: 08:12:14 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Quiz Start Time: 08:09 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 08:12:45 PM) Total Marks: 1
Which exercise can cause neuromuscular problems like headaches or disorientation?
Select correct option:

Balanced

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Healthy
Anaerobic
Aerobic

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 08:13:12 PM) Total Marks: 1
When we evaluate someone on the basis of our observation of a group he or she is a part of, then it's called
Select correct option:

Halo effect
Stereotyping
Like me effect
Self serving bias

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 9 of 15 (Start time: 08:13:42 PM) Total Marks: 1
The person's ability to adjust his or her own behavior to the external situational factors is known as
Select correct option:

Self management
Self monitoring
Self motivation
Self awareness

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Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 10 of 15 (Start time: 08:14:14 PM) Total Marks: 1

A person who is anxious, emotional and touchy should possess which one of the following characteristic?

Select correct option:

Positive pole of openness to experience

Negative pole of conscientiousness

Negative pole of extraversion

Positive pole of neuroticism

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 08:14:43 PM) Total Marks: 1

_____ Culture places a high value on physical appearance.

Select correct option:

Eastern

Asian

Western

All of the above

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 12 of 15 (Start time: 08:15:27 PM) Total Marks: 1

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When you behave with confronting responses that express rebelliousness, pouting, anger, fear, anxiety, inadequacy, procrastination and blaming others, you are in which ego state?
Select correct option:

Natural Child

Adapted Child

Sympathetic Parent

Adult Ego

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 08:15:51 PM) Total Marks: 1
Which of the following is NOT among the personality traits studied under Five Factor Model?
Select correct option:

Extraversion
Agreeableness

Security

Emotional stability

Quiz Start Time: 08:09 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 08:16:16 PM) Total Marks: 1
Genetics enables body's ability to burn:
Select correct option:

Carbohydrates

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Fat
Glycogen
Vitamins

Quiz Start Time: 08:09 PM Time Left 89
sec(s)

Question # 15 of 15 (Start time: 08:16:44 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:

One

Five

Three

Six

Quiz # 04

uiz Start Time: 08:21 PM Time Left 86
sec(s)

Question # 1 of 15 (Start time: 08:21:05 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:

Parent
Child
Adult
Transaction

Quiz Start Time: 08:21 PM Time Left 87
sec(s)

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Question # 2 of 15 (Start time: 08:21:38 PM) Total Marks: 1
If Mr. B has a belief that “smoking is bad” and he starts avoiding Mr. C because he smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 08:21 PM Time Left 88 sec(s)

Question # 3 of 15 (Start time: 08:22:12 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 08:21 PM Time Left 86 sec(s)

Question # 4 of 15 (Start time: 08:22:40 PM) Total Marks: 1
The approach in which workers are employed at home and linked with office with computer and modem is known as
Select correct option:

Telecommuting

Off the job training
Compressed workweek
Flextime

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Quiz Start Time: 08:21 PM Time Left 87
sec(s)

Question # 5 of 15 (Start time: 08:23:29 PM) Total Marks: 1
The highest need in the hierarchy of needs is:
Select correct option:

Safety
Esteem
Self actualization

Physiological

Quiz Start Time: 08:21 PM Time Left 87
sec(s)

Question # 6 of 15 (Start time: 08:24:05 PM) Total Marks: 1
In which of the following groups appropriate behaviors are established which directed toward organizational goals?
Select correct option:

Formal groups
Informal group
Structured groups
Unstructured groups

Quiz Start Time: 08:21 PM Time Left 88
sec(s)

Question # 7 of 15 (Start time: 08:24:39 PM) Total Marks: 1
_____ is a group which is important due to multiplier effect they have on the development of others through families.
Select correct option:

Skilled worker

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University students
Girls and women
Unemployed youth

Quiz Start Time: 08:21 PM Time Left 87 sec(s)

Question # 8 of 15 (Start time: 08:25:20 PM) Total Marks: 1
Intrinsic factors are related to job _____ and motivation.
Select correct option:

Satisfaction
Recognition
Security
Power

Quiz Start Time: 08:21 PM Time Left 87 sec(s)

Question # 9 of 15 (Start time: 08:25:59 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:

Physiological traits

Personality traits

Physical traits

Cultural traits

Quiz Start Time: 08:21 PM Time Left 87 sec(s)

Question # 10 of 15 (Start time: 08:26:32 PM) Total Marks: 1

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Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Quiz Start Time: 08:21 PM Time Left 87 sec(s)

Question # 11 of 15 (Start time: 08:27:01 PM) Total Marks: 1
Your aerobic system encompasses:
Select correct option:

Heart
Blood vessels
Aerobic muscles
All of the given options

Quiz Start Time: 08:21 PM Time Left 87 sec(s)

Question # 12 of 15 (Start time: 08:27:35 PM) Total Marks: 1
The high-velocity industries that are probably more exposed to the impact of globalization are:
Select correct option:

Manufacturing
Electronics
Service
Textile

Quiz Start Time: 08:21 PM Time Left 88 sec(s)

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Question # 13 of 15 (Start time: 08:28:42 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

Quiz Start Time: 08:21 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 08:29:07 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication
Nonverbal communication

Quiz Start Time: 08:21 PM Time Left 88 sec(s)

Question # 15 of 15 (Start time: 08:29:32 PM) Total Marks: 1
Which type of teams are consisted of a manager and his or her employees from a particular functional area?
Select correct option:

Self-managed teams
Functional teams
Cross functional teams
Virtual teams

Quiz # 05

Quiz Start Time: 08:04 PM
Time Left 89

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sec(s)
Question # 7 of 15 (Start time: 08:32:31 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:
One
Five
Three
Six

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 8 of 15 (Start time: 08:32:50 PM) Total Marks: 1
Which of the following is a method of understanding behavior in interpersonal dynamics?
Select correct option:
Organizational democracy
Neuro- Linguistic Programming
Transactional analysis
None of the given options

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 08:33:24 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:
Physical development
Social development
Spiritual development
Political development

Quiz Start Time: 08:04 PM
Time Left 89

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sec(s)
Question # 10 of 15 (Start time: 08:33:55 PM) Total Marks: 1
The term democracy originated from Greek word “demokratia” where “demo” means:
Select correct option:
Process
People
Power
Policy

Quiz Start Time: 08:04 PM
Time Left 88
sec(s)
Question # 11 of 15 (Start time: 08:34:27 PM) Total Marks: 1
Which type of development is required in bringing order, discipline and peace into life?
Select correct option:
Ethical and democratic
Financial and economic
Moral and spiritual
Nutritional

Quiz Start Time: 08:04 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 08:35:02 PM) Total Marks: 1
The common expression “The problem is screaming at me” is based on which of the following sub modalities?
Select correct option:
Auditory
Kinesthetic
Visual
Olfaction

Quiz Start Time: 08:04 PM
Time Left 88
sec(s)

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Question # 13 of 15 (Start time: 08:35:44 PM) Total Marks: 1
Dr. Zaheer interprets messages by focusing on emotions and body language. His listening style can be described as _____.
Select correct option:
Evaluative
Empathetic
Discerning
Appreciative

Quiz Start Time: 08:04 PM
Time Left 88
sec(s)
Question # 14 of 15 (Start time: 08:36:17 PM) Total Marks: 1
Your aerobic system encompasses:
Select correct option:
Heart
Blood vessels
Aerobic muscles
All of the given options

Quiz Start Time: 08:04 PM
Time Left 88
sec(s)
Question # 15 of 15 (Start time: 08:36:35 PM) Total Marks: 1
When the adult ego is in control, people behave in a thinking, balanced and _____ manner.
Select correct option:
Unemotional
Irrational
Sentimental
Unrealistic

Quiz # 06
Quiz Start Time: 08:38 PM Time Left 89
sec(s)

Question # 1 of 15 (Start time: 08:38:34 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has

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been significantly modified. Sadia would be considered which of these?
Select correct option:

Medium
Decoder
Sender

Noise

Quiz Start Time: 08:38 PM Time Left 89
sec(s)

Question # 2 of 15 (Start time: 08:39:09 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:

Stimulation

Universalism

Conformity

Power

Quiz Start Time: 08:38 PM Time Left 88
sec(s)

Question # 3 of 15 (Start time: 08:39:45 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:

Vision, auditory and touch

Taste, auditory and vision

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Vision, smell and taste

Vision, auditory and smell

Quiz Start Time: 08:38 PM Time Left 88 sec(s)

Question # 4 of 15 (Start time: 08:40:14 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:

100 to 80
65 to 10
67 to 26
30 to 5

Quiz Start Time: 08:38 PM Time Left 88 sec(s)

Question # 5 of 15 (Start time: 08:40:38 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 08:38 PM Time Left 88 sec(s)

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Question # 6 of 15 (Start time: 08:41:04 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 08:41:23 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 08:41:55 PM) Total Marks: 1
Gestures, facial expression and body movements are all part of:
Select correct option:

Facilitation
Encoding
Posturing

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Nonverbal communication

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 9 of 15 (Start time: 08:42:23 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:

Parent
Child
Adult
Transaction

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 08:42:40 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 11 of 15 (Start time: 08:43:10 PM) Total Marks: 1

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People make things happen but they require a set of _____ to do so.
Select correct option:

Values
Traditions
Circumstances
Principles

Quiz Start Time: 08:38 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 08:43:30 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:

Physical development

Social development

Spiritual development

Political development

Quiz Start Time: 08:38 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 08:44:00 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:

44 to 82

45 to 90

40 to 70

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40 to 85

Quiz Start Time: 08:38 PM Time Left 88
sec(s)

Question # 13 of 15 (Start time: 08:44:00 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:

44 to 82

45 to 90

40 to 70

40 to 85

Quiz Start Time: 08:38 PM Time Left 89
sec(s)

Question # 14 of 15 (Start time: 08:44:32 PM) Total Marks: 1
Verbal communication mostly explains the literal meaning where as the nonverbal communication explains the _____ means of communication.
Select correct option:

Accurate
Intended
Hidden
Perceived

Quiz Start Time: 08:38 PM Time Left 88

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sec(s)

Question # 15 of 15 (Start time: 08:46:04 PM) Total Marks: 1
The approach in which workers are employed at home and linked with office with computer and modem is known as
Select correct option:

Telecommuting

Off the job training
Compressed workweek
Flextime

Quiz # 07

Question # 1 of 15 (Start time: 08:47:25 PM) Total Marks: 1
Which type of teams are consisted of a manager and his or her employees from a particular functional area?
Select correct option:
Self-managed teams
Functional teams
Cross functional teams
Virtual teams

uestion # 2 of 15 (Start time: 08:48:09 PM) Total Marks: 1
Which of the following dimension of trust deals with willingness to share ideas and information freely?
Select correct option:
Openness
Loyalty
Consistency
Integrity

Question # 3 of 15 (Start time: 08:48:34 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

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Question # 4 of 15 (Start time: 08:48:48 PM) Total Marks: 1
The parent, the child and the adult are the three states of which of the given option?
Select correct option:
Attitude
Ego
FFM
Vision

Question # 5 of 15 (Start time: 08:49:09 PM) Total Marks: 1
_____motivation comes from outside the person and includes such things as pay, bonuses and other tangible rewards.
Select correct option:
Intrinsic
Extrinsic
Responsibility
Referent

Question # 6 of 15 (Start time: 08:49:36 PM) Total Marks: 1
Reliability, predictability, and good judgment in handling situation are related to which of the following dimension of trust?
Select correct option:
Openness
Loyalty
Consistency
Integrity

Question # 7 of 15 (Start time: 08:50:00 PM) Total Marks: 1
Our nervous system demands the use of _____ of our blood sugar .
Select correct option:
Two – thirds
One – thirds
One – fourths
None of the given options

Question # 8 of 15 (Start time: 08:50:28 PM) Total Marks: 1
Which of the following is not the type of nonverbal communication?
Select correct option:
Kinesics
Haptics

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Physical appearance
Ambushing

Question # 9 of 15 (Start time: 08:50:52 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Question # 10 of 15 (Start time: 08:51:22 PM) Total Marks: 1
"I guess" is a verbal cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Question # 11 of 15 (Start time: 08:51:42 PM) Total Marks: 1
Irfan works at an office with low-walled cubicles. There is often a lot of background noise and Irfan has trouble hearing clients on the phone. This is an example of a _____ barrier.
Select correct option:
Semantic
Physical
Process
Personal

Question # 12 of 15 (Start time: 08:52:09 PM) Total Marks: 1
_____ is known as the greatest expert in sub-modalities.
Select correct option:
Aristotle
Vroom
Richard Bandler
John Grinder

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Question # 13 of 15 (Start time: 08:52:36 PM) Total Marks: 1
Hogan describes personality as a structures, dynamics, _____ and propensities inside a person.
Select correct option:
Processes
Traits
Habits
Core values

Question # 14 of 15 (Start time: 08:53:14 PM) Total Marks: 1
Intrinsic factors are related to job _____ and motivation.
Select correct option:
Satisfaction
Recognition
Security
Power

Question # 15 of 15 (Start time: 08:53:34 PM) Total Marks: 1
_____ refers to whether an individual shows a behavior in many situations or it's particular to one situation.
Select correct option:
Distinctiveness
Consistency
Consensus
Uniformity

QUIZ # 08

Quiz Start Time: 08:57 PM Time Left 89 sec(s)

Question # 1 of 15 (Start time: 08:57:51 PM) Total Marks: 1
Your aerobic system encompasses:
Select correct option:

Heart
Blood vessels
Aerobic muscles
All of the given options

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Quiz Start Time: 08:57 PM Time Left 89
sec(s)

Question # 2 of 15 (Start time: 08:58:12 PM) Total Marks: 1
The ability to put yourself in others shoes and to sense how others are feeling is called_____
Select correct option:

Empathy
Self awareness
Self monitoring

Consciousness

Quiz Start Time: 08:57 PM Time Left 89
sec(s)

Question # 3 of 15 (Start time: 08:58:30 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 08:57 PM Time Left 88
sec(s)

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Question # 4 of 15 (Start time: 08:58:56 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz Start Time: 08:57 PM Time Left 88 sec(s)

Question # 5 of 15 (Start time: 08:59:31 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 08:57 PM Time Left 88 sec(s)

Question # 6 of 15 (Start time: 09:00:13 PM) Total Marks: 1
Which period/century is labeled as the "Century of Democracy"?
Select correct option:

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Renaissance period
19th century
20th century

21st century

Quiz Start Time: 08:57 PM Time Left 88 sec(s)

Question # 7 of 15 (Start time: 09:00:35 PM) Total Marks: 1
Infant mortality in poor countries is _____ per 1,000 live births.
Select correct option:

85

100

115 not sure

150

Quiz Start Time: 08:57 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 09:01:08 PM) Total Marks: 1
Aristotle regarded STATE as a/an:
Select correct option:

Organism

Individual

Country

Nation

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Quiz Start Time: 08:57 PM Time Left 89
sec(s)

Question # 9 of 15 (Start time: 09:02:02 PM) Total Marks: 1
Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Quiz Start Time: 08:57 PM Time Left 89
sec(s)

Question # 10 of 15 (Start time: 09:02:24 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Quiz Start Time: 08:57 PM Time Left 89
sec(s)

Question # 11 of 15 (Start time: 09:02:50 PM) Total Marks: 1
The an aerobically trained metabolism turns to blood sugar as its secondary source of fuel when levels of glycogen become excessively _____.
Select correct option:

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Low
High
Medium
None of the given options

Quiz Start Time: 08:57 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 09:03:23 PM) Total Marks: 1
The term democracy originated from Greek word “demokratia” where “demo” means:
Select correct option:

Process
People
Power
Policy

Quiz Start Time: 08:57 PM Time Left 89 sec(s)

Question # 13 of 15 (Start time: 09:03:51 PM) Total Marks: 1
People make things happen but they require a set of _____ to do so.
Select correct option:

Values
Traditions
Circumstances
Principles

sec(s)

Question # 14 of 15 (Start time: 09:04:10 PM) Total Marks: 1
Our nervous system demands the use of _____ of our blood sugar .
Select correct option:

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Two – thirds
One – thirds
One – fourths
None of the given options

Quiz Start Time: 08:57 PM Time Left 89 sec(s)

Question # 15 of 15 (Start time: 09:04:25 PM) Total Marks: 1
The common expression “I feel like I’m carrying this whole thing on my back” is based on which of the following sub modalities?
Select correct option:

Kinesthetic

Visual

Auditory
Olfaction

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Question # 3 of 15 (Start time: 11:05:44 PM) Total Marks: 1
The an aerobically trained metabolism turns to blood sugar as its secondary source of fuel when levels of glycogen become excessively _____.
Select correct option:

Low
High
Medium
None of the given options

Question # 11 of 15 (Start time: 10:47:49 PM) Total Marks: 1
In which country, the leaders are expected to be paternalistic towards the employees?
Select correct option:

Korea

America

Pakistan

Japan

Question # 15 of 15 (Start time: 10:43:50 PM) Total Marks: 1
Which of the following is a type of work team that operates without a manager and is responsible for a complete work process or segment?
Select correct option:

Self-Managed team
Functional team
Cross functional team
Virtual team

Question # 12 of 15 (Start time: 10:42:44 PM) Total Marks: 1
"I don't like Ali because he discriminates against women", is an example of:
Select correct option:

Affective component
Cognitive component
Behavioral component

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Environmental component

Question # 11 of 15 (Start time: 10:42:29 PM) Total Marks: 1
The happiest of the four life positions is usually which of the following?
Select correct option:

I'm OK; you're not OK
I'm not OK; you're OK
I'm OK; you're OK
I'm not OK; you're not OK

Question # 2 of 15 (Start time: 10:39:27 PM) Total Marks: 1
A prestige grading, position, or rank within a group is known as which of the following?
Select correct option:

Cohesiveness
Status
Norm
Role

Question # 5 of 15 (Start time: 10:10:51 PM) Total Marks: 1
Which stage of group development is characterized by intragroup conflict?
Select correct option:

Norming
Storming
Adjourning
Forming

Question # 6 of 15 (Start time: 10:03:49 PM) Total Marks: 1
Which of the following is NOT an advantage of group decision making?
Select correct option:

Increased legitimacy
Generate more alternatives
Minority domination
Increase acceptance of a solution

Question # 14 of 15 (Start time: 09:49:40 PM) Total Marks: 1
Which of the following type of team that uses computer technology to link physically dispersed members in order to achieve a common goal?
Select correct option:

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Functional team
Self-managed team
Cross functional team
Virtual team

Question # 9 of 15 (Start time: 09:48:17 PM) Total Marks: 1
Individuals high in _____ basically value affiliation and avoid conflict.

Select correct option:

Extraversion
Agreeableness
Conscientiousness
Emotional stability

Question # 7 of 15 (Start time: 09:46:30 PM) Total Marks: 1
The common expression "I feel like I'm carrying this whole thing on my back" is based on which of the following sub modalities?
Select correct option:

Kinesthetic
Visual
Auditory
Olfaction

Question # 4 of 15 (Start time: 09:45:32 PM) Total Marks: 1
Which of the following is an acceptable standard or expectation shared by group members?
Select correct option:

Norm
Role
Group Cohesiveness
Status

Question # 1 of 15 (Start time: 09:43:16 PM) Total Marks: 1
"That really brightens my day" belongs to:
Select correct option:

Visual Submodalities
Auditory Submodalities
Kinesthetic Submodalities
Gustatory Submodalities

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Question # 4 of 15 (Start time: 09:33:41 PM) Total Marks: 1
In 1990s, how many countries there were where more than 50% adults were illiterate?
Select correct option:

Seven
Four
Six
Two

Question # 1 of 15 (Start time: 09:32:00 PM) Total Marks: 1
Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Question # 2 of 15 (Start time: 09:32:28 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:

Medium
Decoder
Sender
Noise

Question # 11 of 15 (Start time: 09:26:50 PM) Total Marks: 1
Which of the following is referred as "the physical ability to perform athletic activity?"
Select correct option:

Health
Alertness
Fitness
Activeness

Question # 9 of 15 (Start time: 09:25:00 PM) Total Marks: 1
Which exercise can cause neuromuscular problems like headaches or disorientation?

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Select correct option:

Balanced
Healthy
Anaerobic
Aerobic

Question # 15 of 15 (Start time: 09:14:00 PM) Total Marks: 1
Which theory depicts that employees avoid accountability and must be pressurized to perform?
Select correct option:
- Theory Y
- Expectancy theory
- Equity theory
- Theory X

Question # 14 of 15 (Start time: 09:12:29 PM) Total Marks: 1
In 1990s, how many countries there were where more than 50% adults were illiterate?
Select correct option:
- Seven
- Four
- Six
- Two

Question # 15 of 15 (Start time: 08:53:34 PM) Total Marks: 1
_____ refers to whether an individual shows a behavior in many situations or it's particular to one situation.
Select correct option:
- Distinctiveness
- Consistency
- Consensus
- Uniformity

Question # 13 of 15 (Start time: 08:52:36 PM) Total Marks: 1
Hogan describes personality as a structures, dynamics, _____ and propensities inside a person.
Select correct option:
- Processes
- Traits
- Habits
- Core values

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Question # 12 of 15 (Start time: 08:52:09 PM) Total Marks: 1
_____ is known as the greatest expert in sub-modalities.
Select correct option:
- Aristotle
- Vroom
- Richard Bandler
- John Grinder

Question # 10 of 15 (Start time: 08:51:22 PM) Total Marks: 1
"I guess" is a verbal cue for which ego state?
Select correct option:
- Parent
- Child
- Adult
- Transaction

Question # 8 of 15 (Start time: 08:50:28 PM) Total Marks: 1
Which of the following is not the type of nonverbal communication?
Select correct option:
- Kinesics
- Haptics
- Physical appearance
- Ambushing

Question # 7 of 15 (Start time: 08:50:00 PM) Total Marks: 1
Our nervous system demands the use of _____ of our blood sugar .
Select correct option:
- Two – thirds
- One – thirds
- One – fourths
- None of the given options

Question # 5 of 15 (Start time: 08:49:09 PM) Total Marks: 1
_____motivation comes from outside the person and includes such things as pay, bonuses and other tangible rewards.
Select correct option:
- Intrinsic
- Extrinsic
- Responsibility
- Referent

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Question # 3 of 15 (Start time: 08:48:34 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:

Parent
Child
Adult
Transaction

uestion # 2 of 15 (Start time: 08:48:09 PM) Total Marks: 1
Which of the following dimension of trust deals with willingness to share ideas and information freely?
Select correct option:

Openness
Loyalty
Consistency
Integrity

Question # 14 of 15 (Start time: 08:44:32 PM) Total Marks: 1
Verbal communication mostly explains the literal meaning where as the nonverbal communication explains the _____ means of communication.
Select correct option:

Accurate
Intended
Hidden
Perceived

Question # 12 of 15 (Start time: 08:35:02 PM) Total Marks: 1
The common expression "The problem is screaming at me" is based on which of the following sub modalities?
Select correct option:

Auditory
Kinesthetic
Visual
Olfaction

Question # 15 of 15 (Start time: 08:29:32 PM) Total Marks: 1
Which type of teams are consisted of a manager and his or her employees from a particular functional area?
Select correct option:

Self-managed teams
Functional teams

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Cross functional teams
Virtual teams

Question # 12 of 15 (Start time: 08:27:35 PM) Total Marks: 1
The high-velocity industries that are probably more exposed to the impact of globalization are:
Select correct option:

Manufacturing
Electronics
Service
Textile

Question # 11 of 15 (Start time: 08:27:01 PM) Total Marks: 1
Your aerobic system encompasses:
Select correct option:

Heart
Blood vessels
Aerobic muscles
All of the given options

Question # 8 of 15 (Start time: 08:25:20 PM) Total Marks: 1
Intrinsic factors are related to job _____ and motivation.
Select correct option:

Satisfaction
Recognition
Security
Power

Question # 6 of 15 (Start time: 08:24:05 PM) Total Marks: 1
In which of the following groups appropriate behaviors are established which directed toward organizational goals?
Select correct option:

Formal groups
Informal group
Structured groups
Unstructured groups

Question # 4 of 15 (Start time: 08:22:40 PM) Total Marks: 1
The approach in which workers are employed at home and linked with office with

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computer and modem is known as
Select correct option:

Telecommuting
Off the job training
Compressed workweek
Flextime

Question # 14 of 15 (Start time: 08:16:16 PM) Total Marks: 1
Genetics enables body's ability to burn:
Select correct option:

Carbohydrates
Fat
Glycogen
Vitamins

Question # 12 of 15 (Start time: 08:15:27 PM) Total Marks: 1
When you behave with confronting responses that express rebelliousness, pouting, anger, fear, anxiety, inadequacy, procrastination and blaming others, you are in which ego state?

Select correct option:

Natural Child

Adapted Child

Sympathetic Parent

Adult Ego

Question # 8 of 15 (Start time: 08:13:12 PM) Total Marks: 1
When we evaluate someone on the basis of our observation of a group he or she is a part of, then it's called
Select correct option:

Halo effect
Stereotyping
Like me effect
Self serving bias

Question # 7 of 15 (Start time: 07:52:13 PM) Total Marks: 1

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Which of the following dimensions of trust deals with willingness to protect a person - physically and emotionally?
Select correct option:

Openness
Loyalty
Competence
Consistency

Question # 6 of 15 (Start time: 07:51:25 PM) Total Marks: 1
Dr. Zaheer interprets messages by focusing on emotions and body language. His listening style can be described as _____.
Select correct option:

Evaluative
Empathetic
Discerning
Appreciative

Question # 5 of 15 (Start time: 07:50:58 PM) Total Marks: 1
People make things happen but they require a set of _____ to do so.
Select correct option:

Values
Traditions
Circumstances
Principles

The ability to manage one's own emotions and impulses is called:

. Self-awarenes s
. Self-motiv ation
-Sel f-management
.Self monitorin

If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?

.Appreciates him
. Like him
-Does not like him
.Starts fighting with him

An individual who is shy and withdrawn, and focuses on understanding the world is described as an:

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-Introvert
.Sensing
. Perc eptive
.Intuitive

Negative inequity is generated when an individual feels that he/ she received a reward which is:

. More than that of other people
. Equal to that of others
.Not sufficient for his/ her needs
- Less than that of other people

From 1985 to 2000, the number of most authoritarian countries in the world declined from:

. 80 to 64
. 65 to 10
-67 to 26
42 to 12

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

. Ex trav ers ion
-Openness to experience
.Conscientiousness
. Emotional stability

In his research, Herzberg asked his respondents to:

.Indicate when they felt exceptionally good or bad about their job
.Complete a well-known satisfaction inventory
. Identify hygiene factors
. Indicate the level of their morale

"Can you shed some light on it?" is a common expression based on:

. Auditory sub-modalities
Kinesthetic sub-modalities ??
. Gustatory sub-modalities
. Visual sub-modalities

A worker with perceived negative inequity is likely to change work inputs or _____.

. Leave the situation
. Ask for a raise

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. Work more hours
.Come to work early

Human development index considers all of the following variables, EXCEPT:

Adult education
.Life expectancy
.Literacy
.Standard of living

Which of the following is true about a group?

.Interacting individuals who come together to achieve particular goals
-Selected answer Interdependent individuals who come together to achieve particular goals
. Interacting and interdependent individuals who come together to achieve particular goals
.Two or more interacting and interdependent individuals

Good Political Governance emphasizes the role of:

. Accountability and Efficiency
.Transparency and Effectiveness
. Accountability and Transparency
-Effectiveness and Efficiency

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

. Information
.Knowledge decision making
.Empowerment and decision implementation
All of the given options

Human Development Index (HDI) is a:

-Comparative measure
. Proportional measure
. Distributive measure
.Relativistic measure

A '7' degree on the freedom scale used in World Freedom Reports means that the country is:

. Fr ee
.Least free
. In consideration to be freed
- Moderately free

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Work teams are_____ made up of interdependent individuals who are responsible for attainment of a goal.

.Formal groups
. Informal groups
. Unstructured groups
. Sample group

People who are low on neuroticism are:

More stable
.Less stable
.Unstable
.None of the given options

For determining the degree of freedom, Nations are ranked on a scale of____ on several questions.

.0–4
.0–5
.1–4
.1 – 10

Which of the following is a process that gives meaning to our environment by organizing and interpreting our sensory impressions?

. Locus of control
Perception
. Selectivity
. Self-monitoring

Which of the following is not the trait of people high on Intrinsic Motivation (IM)?

. Well planned
. Self determined
Self directed
. Risk taker

According to Maslow, which of the following are considered to be higher-order needs?
. Self-actualisation and Safety
. Self-actualisation and Existence
. Esteem and Relatedness
Esteem and Self-actualisation

Hertzberg's theory does not include:

. Satisfiers
. Hygiene factors

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. Equity
-Job content factors ??

Which of the following expressions is based on kinesthetic sub-modality?
. Junaid's room is in an apple-pie order
. She sung so well
. Ali was completely immersed to his mid-term exams
.Chinese food does not magnetize his taste

When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:
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. Instrumentality
.Expectancy
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The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:
. A drive
.An effort
. A goal
. A need

Goal setting theory states that in order to have superior motivators, goals should be:
- Specific and challenging
. General and encouraging
. So hard that they are beyond the employee's skills level
. So that they can be easily reached

Job sharing and telecommuting are two forms of _____ work schedules.
. Compressed
. Strict

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. Flexible
. All of the given options

When full-time production employees work for "10-hour days" each week, their company is using _____.

. Flextime
. Telecommuting
. Job sharing
.A compressed workweek

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Fall 2009
HRM627 - Human Resource Development

The ability to manage one's own emotions and impulses is called:

. Self-awareness
. Self-motivation
Self-management
. Self monitoring

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Interdependent individuals who come together to achieve particular goals
. Interacting and interdependent individuals who come together to achieve particular goals
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Human development index of Nepal was 0.534 in 2005, published in 2007 and is:
. Increasing
Decreasing
. Constant
. Facing change

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Esteem and Self-actualisation

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. Instrumentality
Expectancy
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Strict
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A compressed workweek

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Question # 1 of 15 (Start time: 09:43:09 PM) Total Marks: 1
Good Political Governance emphasizes the role of:
. Accountability and Efficiency
. Transparency and Effectiveness
. Accountability and Transparency
. Effectiveness and Efficiency

Question # 1 of 15 (Start time: 09:43:09 PM) Total Marks: 1
According to Gottfried intrinsic motivation is inversely related to _____
Select correct option:

Anxiety

Depression
Dissatisfaction

Frustration

Question # 2 of 15 (Start time: 09:43:50 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

Social skills

Self management

Emotional development

Emotional intelligence

Question # 3 of 15 (Start time: 09:44:39 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:

Marginal listening
Emphatic listening
Evaluative listening
None of above

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EMPHATIC LISTENING is the ability to understand and relate to another's situation and feelings.

Question # 4 of 15 (Start time: 09:45:23 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

Open – book management
A motivational approach in which organization's financial statements are shared with all employees.

Question # 5 of 15 (Start time: 09:45:54 PM) Total Marks: 1
Which of the following development ensures human dignity through freedom of eperession and independent participation?
Select correct option:

Political
Societal
Logical
Knowledge

Question # 6 of 15 (Start time: 09:46:16 PM) Total Marks: 1
The term democracy originated from Greek word "demokratia" where "demo" means:
Select correct option:

Process
People
Power
Policy

Question # 7 of 15 (Start time: 09:46:36 PM) Total Marks: 1

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_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

8 of 15 (Start time: 09:46:58 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

Loyalty
Integrity
Openness
Consistency

Question # 9 of 15 (Start time: 09:47:20 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:

Stimulation

Universalism

Conformity

Power

Question # 10 of 15 (Start time: 09:48:27 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

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Question # 11 of 15 (Start time: 09:48:56 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training not sure
Delegation
Authority
Empowerment

Question # 12 of 15 (Start time: 09:49:25 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:

Hardworking

Socialized

Intelligent

Trained

Question # 13 of 15 (Start time: 09:49:55 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 14 of 15 (Start time: 09:50:35 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics

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Haptics

Proxemics

Question # 15 of 15 (Start time: 09:51:47 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz # 2

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 09:58:09 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 09:58:43 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:
Human resource management
Human resource development

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Strategic human resource management
Personnel management

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 09:59:10 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:
Physiological traits
Personality traits
Physical traits
Cultural traits

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 4 of 15 (Start time: 09:59:38 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:
Rational mangers
Low risk taking managers
Efficient managers
High risk taking managers

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 10:00:19 PM) Total Marks: 1
The common expression "I can't handle this stuff" is based on which of the following sub modalities?

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Select correct option:
Auditory
Kinesthetic
Visual
Olfaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 10:01:42 PM) Total Marks: 1
The ability to put yourself in others shoes and to sense how others are feeling is called_____
Select correct option:
Empathy
Self awareness
Self monitoring
Consciousness

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 7 of 15 (Start time: 10:02:40 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent
Critical child
Natural Child
Critical Parent

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 8 of 15 (Start time: 10:03:39 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?

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Select correct option:
Locus of control
Perception
Selectivity
Self-monitoring

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 9 of 15 (Start time: 10:04:16 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:
Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 10 of 15 (Start time: 10:04:36 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked

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Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 10:06:18 PM) Total Marks: 1
The person's ability to adjust his or her own behavior to the external situational factors is known as
Select correct option:
Self management
Self monitoring
Self motivation
Self awareness

Quiz Start Time: 09:58 PM
Time Left 88

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sec(s)
Question # 13 of 15 (Start time: 10:06:48 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:
Hardworking
Socialized
Intelligent
Trained

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 14 of 15 (Start time: 10:08:06 PM) Total Marks: 1
Reliability, predictability, and good judgment in handling situation are related to which of the following dimension of trust?
Select correct option:
Openness
Loyalty
Consistency
Integrity

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 10:08:26 PM) Total Marks: 1
Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:
Artifacts
Chronemics
Proxemics
Paralanguage

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Quiz # 3

Question # 1 of 15 (Start time: 10:13:07 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 2 of 15 (Start time: 10:13:29 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage
Silence
Kinesics
Non-verbal

Question # 3 of 15 (Start time: 10:14:11 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Question # 4 of 15 (Start time: 10:14:37 PM) Total Marks: 1
_____ lead through charisma, expertise, contacts, and interpersonal skills to influence others.
Select correct option:

Women

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Men
Both
None

Question # 5 of 15 (Start time: 10:15:35 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:

Rational mangers
Low risk taking managers

Efficient managers
High risk taking managers
me: anu kafi loog hain

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:

Rational mangers
Low risk taking managers

Efficient managers
High risk taking managers

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Question # 7 of 15 (Start time: 10:17:06 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Question # 8 of 15 (Start time: 10:17:59 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

Locus of control
Stereotyping

Question # 9 of 15 (Start time: 10:18:37 PM) Total Marks: 1
TA stands for_____?
Select correct option:

Transformational analysis

Translational analysis

Transformable analysis

Transactional analysis

Question # 10 of 15 (Start time: 10:19:07 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

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Knowledge
Skills
Values
Society

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

Safety needs
Esteem needs

Social need
Self-actualization needs

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

Safety needs
Esteem needs

Social need
Self-actualization needs

Question # 12 of 15 (Start time: 10:21:01 PM) Total Marks: 1
Irfan works at an office with low-walled cubicles. There is often a lot of background noise and Irfan has trouble hearing clients on the phone. This is an example of a _____ barrier.
Select correct option:

Semantic
Physical
Process
Personal

Question # 13 of 15 (Start time: 10:21:48 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?

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Select correct option:

Affective component

Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 10:13 PM Time Left 87 sec(s)

Question # 14 of 15 (Start time: 10:22:34 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:

Parent
Child
Adult
Transaction

Quiz Start Time: 10:13 PM Time Left 86 sec(s)

Question # 15 of 15 (Start time: 10:23:05 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

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QUIZ # 4

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 1 of 15 (Start time: 10:26:16 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 2 of 15 (Start time: 10:26:42 PM) Total Marks: 1
The common expression "I can't handle this stuff" is based on which of the following sub modalities?
Select correct option:

Auditory

Kinesthetic

Visual

Olfaction

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Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 3 of 15 (Start time: 10:28:10 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 10:28:36 PM) Total Marks: 1
If Mr. B has a belief that "smoking is bad" and he starts avoiding Mr. C because he smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 5 of 15 (Start time: 10:29:10 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?

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Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 6 of 15 (Start time: 10:29:32 PM) Total Marks: 1
NLP stands for:
Select correct option:

Neuro-Linguistic-Programming

Neuro-Language Programming

Non-Language Programming

Non-Linguistic-process

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 10:29:59 PM) Total Marks: 1
The heart of interpersonal communication is shared meanings between people. This statement is said by
Select correct option:

Watzlawick

Jackson

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Duck

Richard and McCroskey

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:30:45 PM) Total Marks: 1
The modern political democracy is seemed to be under attack from factors like:
Select correct option:

Media consolidation
Commercialization of education
News uniformity
All of the given options

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 9 of 15 (Start time: 10:31:21 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

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Question # 10 of 15 (Start time: 10:32:04 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 11 of 15 (Start time: 10:32:47 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:

One

Five

Three

Six

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 12 of 15 (Start time: 10:33:14 PM) Total Marks: 1
_____ means that members of an organization participate in the processes of organizing and governance.
Select correct option:

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Organizational democracy

Employee morale

Organization productivity

Economic democracy

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 10:33:55 PM) Total Marks: 1
Personality is:
Select correct option:

Something than changes almost monthly

Of no interest to trainers
A key part of motivation theory
A stable set of personal characteristics that account for consistent patterns of behavior

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:34:38 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

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Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 15 of 15 (Start time: 10:35:13 PM) Total Marks: 1
"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

QUIZ # 5

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 1 of 15 (Start time: 10:36:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:

Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

Quiz Start Time: 10:36 PM Time Left 89

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sec(s)

Question # 2 of 15 (Start time: 10:36:55 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 3 of 15 (Start time: 10:37:26 PM) Total Marks: 1
If Mr. B has a belief that “smoking is bad” and he starts avoiding Mr. C because he smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 4 of 15 (Start time: 10:37:54 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:

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Select correct option:

44 to 82

45 to 90

40 to 70

40 to 85

Quiz Start Time: 10:36 PM Time Left 87 sec(s)

Question # 5 of 15 (Start time: 10:38:25 PM) Total Marks: 1
_____ can have good effect on our mental state.
Select correct option:

Positive words
Toxic words

Caustic words

Negative words

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 6 of 15 (Start time: 10:38:50 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication

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Nonverbal communication

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 7 of 15 (Start time: 10:39:58 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 10:40:31 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

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Question # 9 of 15 (Start time: 10:41:10 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 10:41:26 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 10:41:50 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?
Select correct option:

Locus of control
Perception
Selectivity
Self-monitoring

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Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 12 of 15 (Start time: 10:42:11 PM) Total Marks: 1
The component of an attitude that refers to an intention to behave in a certain way toward someone or something is called:
Select correct option:

Affective component

Environmental component

Cognitive component

Behavioral component

Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 13 of 15 (Start time: 10:43:06 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

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Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 14 of 15 (Start time: 10:44:32 PM) Total Marks: 1
Which type of development is required in bringing order, discipline and peace into life?
Select correct option:

Ethical and democratic

Financial and economic

Moral and spiritual
Nutritional

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 15 of 15 (Start time: 10:45:07 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

QUIZ # 6

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 1 of 15 (Start time: 10:47:17 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?

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Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 10:47:47 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 3 of 15 (Start time: 10:48:44 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

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Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 4 of 15 (Start time: 10:49:02 PM) Total Marks: 1
When we form a general intuition about a person on the basis of single characteristics it's known as
Select correct option:

Stereotyping
Self serving bias
Halo effect
Empathy

Quiz Start Time: 10:47 PM Time Left 88
sec(s)

Question # 5 of 15 (Start time: 10:49:23 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:

Vision, auditory and touch

Taste, auditory and vision

Vision, smell and taste

Vision, auditory and smell

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 10:49:55 PM) Total Marks: 1

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"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 10:50:15 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:50:33 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:

Job rotation
Job sharing
Job enlargement

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Job expansion

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 9 of 15 (Start time: 10:51:04 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

Social skills

Self management

Emotional development

Emotional intelligence

Quiz Start Time: 10:47 PM Time Left 88
sec(s)

Question # 10 of 15 (Start time: 10:51:47 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

Quiz Start Time: 10:47 PM Time Left 88

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sec(s)

Question # 11 of 15 (Start time: 10:52:20 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 12 of 15 (Start time: 10:52:40 PM) Total Marks: 1
Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:

Artifacts
Chronemics
Proxemics
Paralanguage

Quiz Start Time: 10:47 PM Time Left 88
sec(s)

Question # 13 of 15 (Start time: 10:52:59 PM) Total Marks: 1
When the adult ego is in control, people behave in a thinking, balanced and _____ manner.
Select correct option:

Unemotional

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Irrational
Sentimental
Unrealistic

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:53:33 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:

Physical development

Social development

Spiritual development

Political development

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 15 of 15 (Start time: 10:54:02 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage
Silence
Kinesics
Non-verbal

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Quiz Start Time: 10:55 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:55:59 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

QUIZ # 7

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:59:41 PM) Total Marks: 1
The highest need in the hierarchy of needs is:
Select correct option:
Safety
Esteem
Self actualization
Physiological

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 2 of 15 (Start time: 11:00:09 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:
Physical development
Social development
Spiritual development
Political development

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Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 3 of 15 (Start time: 11:00:34 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:
Vision, auditory and touch
Taste, auditory and vision
Vision, smell and taste
Vision, auditory and smell

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 4 of 15 (Start time: 11:00:50 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:
Self-esteem
Self-monitoring
Locus of control
Stereotyping

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 11:01:11 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:
Stimulation
Universalism

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Conformity
Power

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 6 of 15 (Start time: 11:01:58 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:
Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 7 of 15 (Start time: 11:02:23 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 8 of 15 (Start time: 11:02:56 PM) Total Marks: 1
People who are high in _____ , basically value relationship and avoid disagreement.
Select correct option:

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Openness to experience
Extraversion
Agreeableness
Conscientiousness

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:03:37 PM) Total Marks: 1
Which of the following transaction is judgmental?
Select correct option:
Adult-Parent Transaction
Adult-Adult Transaction
Child-Child Transaction
Parent-Parent Transaction

Quiz Start Time: 10:59 PM
Time Left 88
sec(s)
Question # 10 of 15 (Start time: 11:04:52 PM) Total Marks: 1
The verbal cue for child ego state includes all except:
Select correct option:
“I wish”
“I want”
“I don't know”
“How much”

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 11 of 15 (Start time: 11:05:22 PM) Total Marks: 1

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_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening
Defensive Listening

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 11:06:44 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 13 of 15 (Start time: 11:07:13 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)

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Question # 14 of 15 (Start time: 11:07:47 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:08:06 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:
Non-verbal
Oral
Written
Verbal

QUIZ # 8

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 1 of 15 (Start time: 11:10:16 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

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Quiz Start Time: 11:10 PM Time Left 85
sec(s)

Question # 2 of 15 (Start time: 11:10:42 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 3 of 15 (Start time: 11:11:28 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 4 of 15 (Start time: 11:11:53 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

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Loyality
Integrity
Openness
Consistency

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 5 of 15 (Start time: 11:12:22 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 6 of 15 (Start time: 11:13:14 PM) Total Marks: 1
_____ needs a working environment that gives a variety of experiences, and let him to work with others.
Select correct option:

Follower
Employee
Extrovert
Leader

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Quiz Start Time: 11:10 PM Time Left 68
sec(s)

Question # 7 of 15 (Start time: 11:14:13 PM) Total Marks: 1
A person who is anxious, emotional and touchy should possess which one of the following characteristic?
Select correct option:

Positive pole of openness to experience
Negative pole of conscientiousness

Negative pole of extraversion

Positive pole of neuroticism

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

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Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 9 of 15 (Start time: 11:16:37 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 11:10 PM Time Left 65 sec(s)

Question # 10 of 15 (Start time: 11:18:06 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative
Directive style
Dictatorial
None of the above.

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Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 11 of 15 (Start time: 11:19:24 PM) Total Marks: 1
The parent, the child and the adult are the three states of which of the given option?
Select correct option:

Attitude
Ego
FFM
Vision

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 12 of 15 (Start time: 11:19:57 PM) Total Marks: 1
Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 13 of 15 (Start time: 11:20:39 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication

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I-Thou communication
Nonverbal communication

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 14 of 15 (Start time: 11:21:03 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:

Human resource management
Human resource development

Strategic human resource management

Personnel management

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 15 of 15 (Start time: 11:21:26 PM) Total Marks: 1
Which period/century is labeled as the “Century of Democracy”?
Select correct option:

Renaissance period
19th century
20th century
21st century

QUIZ # 9

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 1 of 15 (Start time: 11:22:53 PM) Total Marks: 1

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Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 11:23:44 PM) Total Marks: 1
_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening
Defensive Listening

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 3 of 15 (Start time: 11:25:03 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:
Five levels
Four levels
Two levels
Three levels

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 4 of 15 (Start time: 11:25:41 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as

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Select correct option:
Loyality
Integrity
Openness
Consistency

uiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 5 of 15 (Start time: 11:26:06 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:
Affective component
Behavioral component
Environmental component
Cognitive component

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 6 of 15 (Start time: 11:26:48 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:
Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 7 of 15 (Start time: 11:27:16 PM) Total Marks: 1
The component of an attitude that is made up of the beliefs, opinions, knowledge, or information held by a person is called:
Select correct option:

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Behavioral component
Cognitive component
Affective component
Environmental component

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

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Quiz Start Time: 11:22 PM
Time Left 70
sec(s)
Question # 9 of 15 (Start time: 11:28:29 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.

Select correct option:
Artifacts
Chronemics
Haptics
Proxemics

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 10 of 15 (Start time: 11:29:19 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:
Training
Delegation
Authority
Empowerment

uiz Start Time: 11:22 PM
Time Left 85
sec(s)
Question # 11 of 15 (Start time: 11:30:42 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:
Social skills
Self management
Emotional development
Emotional intelligence

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 12 of 15 (Start time: 11:31:12 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:
Increased dysfunctional behavior in employees

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Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 13 of 15 (Start time: 11:32:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:
Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 14 of 15 (Start time: 11:33:04 PM) Total Marks: 1
_____ Culture places a high value on physical appearance.
Select correct option:
Eastern
Asian
Western
All of the above

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 15 of 15 (Start time: 11:34:03 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:
Knowledge
Skills
Values

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Society

QUIZ # 10

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 1 of 15 (Start time: 11:36:05 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:
44 to 82
45 to 90
40 to 70
40 to 85

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 2 of 15 (Start time: 11:36:22 PM) Total Marks: 1
Which of the following is NOT among the personality traits studied under Five Factor Model?
Select correct option:
Extraversion
Agreeableness
Security
Emotional stability

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 11:36:43 PM) Total Marks: 1

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Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:
One
Five
Three
Six

Quiz Start Time: 11:36 PM
Time Left 88
sec(s)
Question # 4 of 15 (Start time: 11:37:03 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent
Critical child
Natural Child
Critical Parent

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 5 of 15 (Start time: 11:37:30 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 11:37:50 PM) Total Marks: 1
Which of the following is a method of understanding behavior in interpersonal dynamics?
Select correct option:
Organizational democracy
Neuro- Linguistic Programming
Transactional analysis
None of the given options

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 7 of 15 (Start time: 11:38:33 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 8 of 15 (Start time: 11:38:55 PM) Total Marks: 1
_____ is a group which is important due to multiplier effect they have on the development of others through families.
Select correct option:
Skilled worker
University students
Girls and women
Unemployed youth

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:39:30 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 10 of 15 (Start time: 11:39:53 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 11:40:11 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:
100 to 80
65 to 10

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67 to 26
30 to 5

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 13 of 15 (Start time: 11:40:54 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:
Marginal listening
Emphatic listening
Evaluative listening
None of above

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:41:30 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

QUIZ # 11

Quiz Start Time: 11:42 PM Time Left 86
sec(s)

Question # 1 of 15 (Start time: 11:42:56 PM) Total Marks: 1

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Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 11:43:15 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:

Affective component

Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 3 of 15 (Start time: 11:43:32 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

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Intrinsic motivation

Punishment

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 11:43:52 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 5 of 15 (Start time: 11:44:19 PM) Total Marks: 1
When we show interest, understanding and fun, we are in which following state?
Select correct option:

Parent ego state

Adapted child ego state

Adult ego state

Natural child ego state

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Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 11:44:51 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 7 of 15 (Start time: 11:45:09 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training
Delegation
Authority
Empowerment

Quiz Start Time: 11:42 PM Time Left 87
sec(s)

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Question # 8 of 15 (Start time: 11:45:36 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

Locus of control
Stereotyping

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 9 of 15 (Start time: 11:46:19 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:

Physiological traits

Personality traits

Physical traits

Cultural traits

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Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 11:46:46 PM) Total Marks: 1
A workweek in which employees work longer hours per day but fewer days per week is called:

Select correct option:

Flexible workweek
Telecommuting
Compressed workweek
Job sharing

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 11 of 15 (Start time: 11:47:25 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 11:47:40 PM) Total Marks: 1
When the _____ is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.
Select correct option:

Parent ego state
Child ego state
Adult Ego State
None of the given options

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Quiz Start Time: 11:42 PM Time Left 88
sec(s)

Question # 13 of 15 (Start time: 11:48:08 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:

100 to 80
65 to 10
67 to 26
30 to 5

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 14 of 15 (Start time: 11:48:25 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

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Question # 15 of 15 (Start time: 11:48:45 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

MIDTERM EXAMINATION
Fall 2009
HRM627 - Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com
The ability to manage one's own emotions and impulses is called:
. Self-awareness
. Self-motivation
Self-management page 7
. Self monitoring

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com
If Mr. A has a belief that "discrimination is wrong", then what will be his feeling about a person who discriminates against minorities?
. Appreciates him
. Like him
Does not like him page 5
. Starts fighting with him

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com
An individual who is shy and withdrawn, and focuses on understanding the world is described as an:
Introvert page 6
. Sensing
. Perceptive
. Intuitive

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com
Negative inequity is generated when an individual feels that he/ she received a reward which is:
. More than that of other people

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. Equal to that of others
. Not sufficient for his/ her needs
Less than that of other people page 22 (in equity person compares with the relevant person)

Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
. 80 to 64
. 65 to 10
67 to 26 page 41
. 42 to 12

Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com
According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?
. Extraversion
Openness to experience page 7
. Conscientiousness
. Emotional stability

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com
In his research, Herzberg asked his respondents to:
Indicate when they felt exceptionally good or bad about their job
. Complete a well-known satisfaction inventory
- Identify hygiene factors

. Indicate the level of their morale

http://books.google.com.pk/books?id=CkqeSb7JH0IC&pg=PA195&lpg=PA195&dq=In+his+research,+Herzberg+asked+his+respondents+to&source=bl&ots=Ja4NM-IbyI&sig=CCwpFzrleCm1i0LR7JyzweBRIBE&hl=en&ei=xbiQTammEYOyuAOI_6GvDQ&sa=X&oi=book_result&ct=result&resnum=4&ved=0CCUQ6AEwAw#v=onepage&q=respondents%20to&f=false

page 195

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com
“Can you shed some light on it?” is a common expression based on:
. Auditory sub-modalities
Kinesthetic sub-modalities
. Gustatory sub-modalities
. Visual sub-modalities page 38

www.vuaskari.com

Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com
A worker with perceived negative inequity is likely to change work inputs or _____ .
. Leave the situation
. Ask for a raise
. Work more hours
Come to work early

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com
Human development index considers all of the following variables, EXCEPT:
Adult education page 64& 65
. Life expectancy
. Literacy
. Standard of living

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is true about a group?
. Interacting individuals who come together to achieve particular goals
Interdependent individuals who come together to achieve particular goals
Interacting and interdependent individuals who come together to achieve particular goals page 53
. Two or more interacting and interdependent individuals

Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com
Human development index of Nepal was 0.534 in 2005, published in 2007 and is:
. Increasing page 66
Decreasing
. Constant
. Facing change

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com
Good Political Governance emphasizes the role of:
. Accountability and Efficiency
. Transparency and Effectiveness
. Accountability and Transparency
Effectiveness and Efficiency page 58

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com
Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:
. Information

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. Knowledge decision making
. Empowerment and decision implementation
All of the given options page 58

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com
Human Development Index (HDI) is a:
Comparative measure page 64
. Proportional measure
. Distributive measure
. Relativistic measure

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com
A '7' degree on the freedom scale used in World Freedom Reports means that the country is:
. Free
. Least free page 69
. In consideration to be freed
Moderately free

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com
Work teams are _____ made up of interdependent individuals who are responsible for attainment of a goal.
Formal groups page 53
. Informal groups
. Unstructured groups
. Sample group

Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com
People who are low on neuroticism are:
More stable page 16
. Less stable
. Unstable
. None of the given options

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com
For determining the degree of freedom, Nations are ranked on a scale of ____ on several questions.
. 0 – 4 page 69
. 0 – 5
. 1 – 4
1 – 10

www.vuaskari.com

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is a process that gives meaning to our environment by organizing and interpreting our sensory impressions?
. Locus of control
Perception page 9
. Selectivity
. Self-monitoring

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following is not the trait of people high on Intrinsic Motivation (IM)?
. Well planned
. Self determined not sure
Self directed
. Risk taker

Question No: 22 (Marks: 1) - Please choose one www.vuaskari.com
According to Maslow, which of the following are considered to be higher-order needs?
. Self-actualisation and Safety
. Self-actualisation and Existence
. Esteem and Relatedness
Esteem and Self-actualisation page 21

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com
Hertzberg's theory does not include:
. Satisfiers
. Hygiene factors
. Equity page 21
Job content factors

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com
Which of the following expressions is based on kinesthetic sub-modality?
. Junaid's room is in an apple-pie order
. She sung so well
. Ali was completely immersed to his mid-term exams
Chinese food does not magnetize his taste

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com
When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:
Stereotyping page 10
. Halo effect

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Attitude
. Behavior

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com
If you don't study for an exam because you don't think it will help your exam grade, this refers to which component of Expectancy theory?
. Valence
. Instrumentality
Expectancy
. Effort

Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com
The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:
. A drive
An effort
. A goal
. A need page 21
Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com
Goal setting theory states that in order to have superior motivators, goals should be:
Specific and challenging page 22
. General and encouraging
. So hard that they are beyond the employee's skills level
. So that they can be easily reached
Question No: 29 (Marks: 1) - Please choose one www.vuaskari.com
Job sharing and telecommuting are two forms of _____ work schedules.
. Compressed
Strict
. Flexible page 23

. All of the given options
Question No: 30 (Marks: 1) - Please choose one www.vuaskari.com
When full-time production employees work for "10-hour days" each week, their company is using _____.
. Flextime
. Telecommuting
. Job sharing
A compressed workweek page 23

MIDTERM EXAMINATION
Spring 2010

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HRM627- Human Resource Development

Question No: 1 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Temperature, clothes and environment etc. relates to:
► Gustatory Sub modalities
► Auditory Sub modalities
► **Kinesthetic Sub modalities page 38**
► Visual Sub modalities

Question No: 2 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the followings is part of the attitude that refers to the beliefs, opinions, knowledge or information held by a person?
► **Cognitive component page 5**
► Behavioral component
► Affective component
► Environmental component

Question No: 3 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
If Mr. B has a belief that "discrimination is wrong" and he starts avoiding Mr. C because he discriminates against women. This refers to which of the following?
► Affective component
► Cognitive component
► **Behavioral component page 5**
► Environmental component

Question No: 4 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
An individual who is shy and withdrawn, and focuses on understanding the world is described as an:
► **Introvert page 6**
► Sensing
► Perceptive
► Intuitive
.

Question No: 5 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Degree to which people like or dislike themselves is known as:
► Self-monitoring
► Locus of control

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► **Self-esteem page 8**
► Stereotyping

Question No: 6 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
The performance of which type of people will decrease under monotonous conditions?
► Low on extraversion
► **High on extraversion page 13**
► Low on conscientiousness
► High on conscientiousness

Question No: 7 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com

www.vuaskari.com

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

► Extraversion
► **Openness to experience page 7**
► Conscientiousness
► Emotional stability

Question No: 8 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:

► Social
► Safety
► **Esteem page 21**
► Security

Question No: 9 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Impersonal communication occurs when:

► We interact spontaneously with other people
► We practice other-centered communication
► **We treat people as objects page 24**
► We interact spontaneously and practice other-centered communication

Question No: 10 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
According to Watzlawick, Beavin and Jackson, interpersonal communication has _____ levels of meaning.

► Three
► Four
► Five
► **Two page 25**

Question No: 11 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
From 1985 to 2000, the number of most democratic countries in the world increased from:

► 40 to 56
► 56 to 74
► **44 to 82 page 41**
► 82 to 93

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Question No: 12 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

What is the type of conflicts that supports a group's goals and improves its performance?

► Dysfunctional conflict
► **Functional conflict**
► Task conflict
► Relationship conflict

Functional conflicts support the goals of a group, improve its performance and are constructive in nature. Dysfunctional conflicts hinder the performance of a group and are destructive in nature.

Article Source: http://EzineArticles.com/5832775

http://ezinearticles.com/?The-Rationale-Behind-Conflict-Management!&id=5832775

Question No: 13 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

► Reward power
► Coercive power
► Legitimate power
► **Expert power (hrm624 page 91 & 92)**

Question No: 14 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com

Which of the following dimensions of trust deals with willingness to freely share ideas and information?

► **Openness**
► Loyalty
► Consistency
► Integrity

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Openness (willingness to share ideas and information freely)

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http://www.slidefinder.net/t/teamwork_jos%C3%A9_onofre_montesa_andr%C3%A9s/20765023/p2

Question No: 15 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which stage of group development is characterized by intragroup conflict?
► Norming
► **Storming page 53**
► Adjourning
► Forming

Question No: 16 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is true about a group?
► Interacting individuals who come together to achieve particular goals
► Interdependent individuals who come together to achieve particular goals
► **Interacting and interdependent individuals who come together to achieve particular goals page 53**
► Two or more interacting and interdependent individuals

Question No: 17 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Which of the following is NOT a type of teams?
► Functional team
► **Focus team page 55**
► Cross functional team
► Virtual team

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Question No: 18 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index (HDI) varies within certain Minimum and Maximum limits. A HDI at 0.4 is considered as:
► Average development
► Low development page 66
► High development
► Intermediate development

Question No: 19 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Pakistan was 0.551 in 2005, published in 2007 and is:
► Increasing
► Decreasing
► Constant
► Excellent

http://en.wikipedia.org/wiki/List_of_countries_by_Human_Development_Index

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Question No: 20 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Human development index of Nepal was 0.534 in 2005, published in 2007 and is:
► Increasing
► Decreasing
► Constant
► Facing change
http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

Question No: 21 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Governance is a process of:
► Decision making and decision implementing page 58
► Decision implementing and decision monitoring
► Decision making and decision processing
► Decision making and decision monitoring

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Question No: 22 (Marks: 1) - Please choose one www.vuaskari.com
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Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

► Information
► Knowledge decision making
► Empowerment and decision implementation
► **All of the given options page 58**

Question No: 23 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Human Development Index (HDI) is a:

► **Comparative measure page 64**
► Proportional measure
► Distributive measure
► Relativistic measure

Question No: 24 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
According to McClelland's three needs theory of motivation, a good salesperson can probably high in which need?

► **Need for achievement page 21**
► Need for power
► Need for affiliation
► All of the given option

People who have a higher nACH would probably make better entrepreneurs or salespeople
http://www.sykronix.com/tsoc/courses/pm/mclel.htm

Question No: 25 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Which of the following states that 'employers should use reward systems that are fair and open, conforming to both distributive and procedural justice perceptions of the employees'?

► Expectancy theory
► Reinforcement theory
► **Equity theory**
► Attribution theory

Question No: 26 (Marks: 1) - Please choose one www.vuaskari.com
www.vuaskari.com
Job sharing and telecommuting are two forms of _____ work schedules.

► Compressed

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► Strict
► **Flexible page 23**
► All of the given options

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Question No: 27 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
Scholars estimate that nonverbal behaviour contributes _____ to the total meaning of communication.
► 10% to 25%
► 30% to 45%
► 50% to 63%
► **65% to 93% page 28**

Question No: 28 (Marks: 1) - Please choose one www.vuaskari.com www.vuaskari.com
When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:
► **Stereotyping page 10**
► Halo effect
► Attitude
► Behavior

Lesson # 1-15

HRM627 - -- - 165 MCQs

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Quiz # 1

Question # 1 of 15 (Start time: 09:43:09 PM) Total Marks: 1
According to Gottfried intrinsic motivation is inversely related to _____
Select correct option:

Anxiety

Depression
Dissatisfaction

Frustration

Question # 2 of 15 (Start time: 09:43:50 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

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Social skills

Self management

Emotional development

Emotional intelligence

Question # 3 of 15 (Start time: 09:44:39 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:

Marginal listening
Emphatic listening
Evaluative listening
None of above

EMPHATIC LISTENING is the ability to understand and relate to another's situation and feelings.

Question # 4 of 15 (Start time: 09:45:23 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

Open – book management
A motivational approach in which organization's financial statements are shared with all employees.

Question # 5 of 15 (Start time: 09:45:54 PM) Total Marks: 1
Which of the following development ensures human dignity through freedom of

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eperession and independent participation?
Select correct option:

Political
Societal
Logical
Knowledge

Question # 6 of 15 (Start time: 09:46:16 PM) Total Marks: 1
The term democracy originated from Greek word “demokratia” where “demo” means:
Select correct option:

Process
People
Power
Policy

Question # 7 of 15 (Start time: 09:46:36 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

8 of 15 (Start time: 09:46:58 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

Loyalty
Integrity
Openness
Consistency

Question # 9 of 15 (Start time: 09:47:20 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:

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Stimulation

Universalism

Conformity

Power

Question # 10 of 15 (Start time: 09:48:27 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

Question # 11 of 15 (Start time: 09:48:56 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training not sure
Delegation
Authority
Empowerment

Question # 12 of 15 (Start time: 09:49:25 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:

Hardworking

Socialized

Intelligent

Trained

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Question # 13 of 15 (Start time: 09:49:55 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 14 of 15 (Start time: 09:50:35 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Question # 15 of 15 (Start time: 09:51:47 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Quiz # 2

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 09:58:09 PM) Total Marks: 1

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Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 09:58:43 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:
Human resource management
Human resource development
Strategic human resource management
Personnel management

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 09:59:10 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.
Select correct option:
Physiological traits
Personality traits
Physical traits
Cultural traits

Quiz Start Time: 09:58 PM

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Time Left 89
sec(s)
Question # 4 of 15 (Start time: 09:59:38 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:
Rational mangers
Low risk taking managers
Efficient managers
High risk taking managers

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 10:00:19 PM) Total Marks: 1
The common expression "I can't handle this stuff" is based on which of the following sub modalities?
Select correct option:
Auditory
Kinesthetic
Visual
Olfaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 10:01:42 PM) Total Marks: 1
The ability to put yourself in others shoes and to sense how others are feeling is called_____
Select correct option:
Empathy
Self awareness
Self monitoring
Consciousness

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 7 of 15 (Start time: 10:02:40 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent
Critical child
Natural Child
Critical Parent

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 8 of 15 (Start time: 10:03:39 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?
Select correct option:
Locus of control
Perception
Selectivity
Self-monitoring

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 9 of 15 (Start time: 10:04:16 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:
Self-management
Self-awareness
Self-motivation
Self monitoring

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 10 of 15 (Start time: 10:04:36 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 10:04:58 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently
Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

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Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 10:06:18 PM) Total Marks: 1
The person's ability to adjust his or her own behavior to the external situational factors is known as
Select correct option:
Self management
Self monitoring
Self motivation
Self awareness

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 13 of 15 (Start time: 10:06:48 PM) Total Marks: 1
A person is considered intellectually developed when he/she is educated and _____?
Select correct option:
Hardworking
Socialized
Intelligent
Trained

Quiz Start Time: 09:58 PM
Time Left 88
sec(s)
Question # 14 of 15 (Start time: 10:08:06 PM) Total Marks: 1
Reliability, predictability, and good judgment in handling situation are related to which of the following dimension of trust?
Select correct option:
Openness

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Loyalty
Consistency
Integrity

Quiz Start Time: 09:58 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 10:08:26 PM) Total Marks: 1
Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:
Artifacts
Chronemics
Proxemics
Paralanguage

Quiz # 3

Question # 1 of 15 (Start time: 10:13:07 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

Question # 2 of 15 (Start time: 10:13:29 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage
Silence
Kinesics
Non-verbal

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Question # 3 of 15 (Start time: 10:14:11 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Question # 4 of 15 (Start time: 10:14:37 PM) Total Marks: 1
_____ lead through charisma, expertise, contacts, and interpersonal skills to influence others.
Select correct option:

Women
Men
Both
None

Question # 5 of 15 (Start time: 10:15:35 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:

Rational mangers

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Low risk taking managers

Efficient managers
High risk taking managers
me: anu kafi loog hain

Question # 6 of 15 (Start time: 10:16:07 PM) Total Marks: 1
Which type of managers take less time to make their decisions and less information in making their choices?
Select correct option:

Rational mangers
Low risk taking managers

Efficient managers
High risk taking managers

Question # 7 of 15 (Start time: 10:17:06 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:

Artifacts

Chronemics
Haptics

Proxemics

Question # 8 of 15 (Start time: 10:17:59 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

Locus of control
Stereotyping

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Question # 9 of 15 (Start time: 10:18:37 PM) Total Marks: 1
TA stands for_____?
Select correct option:

Transformational analysis

Translational analysis

Transformable analysis

Transactional analysis

Question # 10 of 15 (Start time: 10:19:07 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

Knowledge
Skills
Values
Society

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

Safety needs
Esteem needs

Social need
Self-actualization needs

Question # 11 of 15 (Start time: 10:19:29 PM) Total Marks: 1
A person's need of self-respect, and status are the components of____.
Select correct option:

Safety needs
Esteem needs

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Social need
Self-actualization needs

Question # 12 of 15 (Start time: 10:21:01 PM) Total Marks: 1
Irfan works at an office with low-walled cubicles. There is often a lot of background noise and Irfan has trouble hearing clients on the phone. This is an example of a _____ barrier.
Select correct option:

Semantic
Physical
Process
Personal

Question # 13 of 15 (Start time: 10:21:48 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:

Affective component

Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 10:13 PM Time Left 87 sec(s)

Question # 14 of 15 (Start time: 10:22:34 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:

Parent

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Child
Adult
Transaction

Quiz Start Time: 10:13 PM Time Left 86
sec(s)

Question # 15 of 15 (Start time: 10:23:05 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

QUIZ # 4

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 1 of 15 (Start time: 10:26:16 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

Quiz Start Time: 10:26 PM Time Left 88

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sec(s)

Question # 2 of 15 (Start time: 10:26:42 PM) Total Marks: 1
The common expression “I can’t handle this stuff” is based on which of the following sub modalities?
Select correct option:

Auditory

Kinesthetic

Visual

Olfaction

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 3 of 15 (Start time: 10:28:10 PM) Total Marks: 1
The ability to be aware of what you’re feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

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Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 4 of 15 (Start time: 10:28:36 PM) Total Marks: 1
If Mr. B has a belief that “smoking is bad” and he starts avoiding Mr. C because he

smokes refers to which of the following:
Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 5 of 15 (Start time: 10:29:10 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:

Sympathetic Parent

Critical child
Natural Child
Critical Parent

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 6 of 15 (Start time: 10:29:32 PM) Total Marks: 1
NLP stands for:
Select correct option:

Neuro-Linguistic-Programming

Neuro-Language Programming

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Non-Language Programming

Non-Linguistic-process

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 10:29:59 PM) Total Marks: 1
The heart of interpersonal communication is shared meanings between people. This statement is said by
Select correct option:

Watzlawick

Jackson

Duck

Richard and McCroskey

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:30:45 PM) Total Marks: 1
The modern political democracy is seemed to be under attack from factors like:
Select correct option:

Media consolidation
Commercialization of education
News uniformity
All of the given options

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Quiz Start Time: 10:26 PM Time Left 88
sec(s)

Question # 9 of 15 (Start time: 10:31:21 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

Quiz Start Time: 10:26 PM Time Left 88
sec(s)

Question # 10 of 15 (Start time: 10:32:04 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 10:26 PM Time Left 89
sec(s)

Question # 11 of 15 (Start time: 10:32:47 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:

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One

Five

Three

Six

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 12 of 15 (Start time: 10:33:14 PM) Total Marks: 1
_____ means that members of an organization participate in the processes of organizing and governance.
Select correct option:

Organizational democracy

Employee morale

Organization productivity

Economic democracy

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 10:33:55 PM) Total Marks: 1
Personality is:
Select correct option:

Something than changes almost monthly

Of no interest to trainers
A key part of motivation theory

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A stable set of personal characteristics that account for consistent patterns of behavior

Quiz Start Time: 10:26 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:34:38 PM) Total Marks: 1
A _____ occurs when the sender of the message gets the intended response from the receiver.
Select correct option:

Complementary transaction
Uncomplementary transaction
Crossed transaction
Ulterior transaction

Quiz Start Time: 10:26 PM Time Left 89 sec(s)

Question # 15 of 15 (Start time: 10:35:13 PM) Total Marks: 1
"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

QUIZ # 5

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Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 1 of 15 (Start time: 10:36:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:

Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 10:36:55 PM) Total Marks: 1
_____is a motivational approach in which an organization's financial statements are shared with all employees.
Select correct option:

Pay for performance
Stock option program
Open book management
Employee recognition

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Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 3 of 15 (Start time: 10:37:26 PM) Total Marks: 1
If Mr. B has a belief that “smoking is bad” and he starts avoiding Mr. C because he smokes refers to which of the following:

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Select correct option:

Affective component

Cognitive component

Behavioral component

Environmental component

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 4 of 15 (Start time: 10:37:54 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:

44 to 82

45 to 90

40 to 70

40 to 85

Quiz Start Time: 10:36 PM Time Left 87 sec(s)

Question # 5 of 15 (Start time: 10:38:25 PM) Total Marks: 1
_____ can have good effect on our mental state.
Select correct option:

Positive words
Toxic words

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Caustic words

Negative words

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 6 of 15 (Start time: 10:38:50 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication
Nonverbal communication

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 7 of 15 (Start time: 10:39:58 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

Quiz Start Time: 10:36 PM Time Left 88

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sec(s)

Question # 8 of 15 (Start time: 10:40:31 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 9 of 15 (Start time: 10:41:10 PM) Total Marks: 1
_____ is communication that is vocal but does not use words.
Select correct option:

Paralanguage
Haptics
Kinesics
Chronemics

Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 10 of 15 (Start time: 10:41:26 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative

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Directive style
Dictatorial
None of the above.

Quiz Start Time: 10:36 PM Time Left 88 sec(s)

Question # 11 of 15 (Start time: 10:41:50 PM) Total Marks: 1
Which of the following is a process by which we give meaning to our environment by organizing and interpreting our sensory impressions?
Select correct option:

Locus of control
Perception
Selectivity
Self-monitoring

Quiz Start Time: 10:36 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 10:42:11 PM) Total Marks: 1
The component of an attitude that refers to an intention to behave in a certain way toward someone or something is called:
Select correct option:

Affective component

Environmental component

Cognitive component

Behavioral component

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Quiz Start Time: 10:36 PM Time Left 89
sec(s)

Question # 13 of 15 (Start time: 10:43:06 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 14 of 15 (Start time: 10:44:32 PM) Total Marks: 1
Which type of development is required in bringing order, discipline and peace into life?
Select correct option:

Ethical and democratic

Financial and economic

Moral and spiritual
Nutritional

Quiz Start Time: 10:36 PM Time Left 88
sec(s)

Question # 15 of 15 (Start time: 10:45:07 PM) Total Marks: 1

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Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

QUIZ # 6

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 1 of 15 (Start time: 10:47:17 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 2 of 15 (Start time: 10:47:47 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional

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None of the above

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 3 of 15 (Start time: 10:48:44 PM) Total Marks: 1
The McClelland's theory belongs to the
Select correct option:

Content theories
Reward theories
Process theories
Behavioral theories

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 10:49:02 PM) Total Marks: 1
When we form a general intuition about a person on the basis of single characteristics it's known as
Select correct option:

Stereotyping
Self serving bias
Halo effect
Empathy

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

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Question # 5 of 15 (Start time: 10:49:23 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:

Vision, auditory and touch

Taste, auditory and vision

Vision, smell and taste

Vision, auditory and smell

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 6 of 15 (Start time: 10:49:55 PM) Total Marks: 1
"Personality theory has been an integral part of psychology and is concerned with evaluating models of human nature". This statement is given by _____.
Select correct option:

Galton

Norman

Goldberg
Hogan

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 7 of 15 (Start time: 10:50:15 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:

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Knowledge
Skills
Values
Society

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 8 of 15 (Start time: 10:50:33 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:

Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 10:47 PM Time Left 89 sec(s)

Question # 9 of 15 (Start time: 10:51:04 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:

Social skills

Self management

Emotional development

Emotional intelligence

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Quiz Start Time: 10:47 PM Time Left 88
sec(s)

Question # 10 of 15 (Start time: 10:51:47 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

Quiz Start Time: 10:47 PM Time Left 88
sec(s)

Question # 11 of 15 (Start time: 10:52:20 PM) Total Marks: 1
The ability to be aware of what you're feeling is referred to:
Select correct option:

Self-management
Self-awareness
Self-motivation
Self monitoring

Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 12 of 15 (Start time: 10:52:40 PM) Total Marks: 1
Murmurs, gasps, accent, pronunciation, complexity of sentences, voice tone, volume are the examples of
Select correct option:

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Artifacts
Chronemics
Proxemics
Paralanguage

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 10:52:59 PM) Total Marks: 1
When the adult ego is in control, people behave in a thinking, balanced and _____ manner.
Select correct option:

Unemotional

Irrational
Sentimental
Unrealistic

Quiz Start Time: 10:47 PM Time Left 88 sec(s)

Question # 14 of 15 (Start time: 10:53:33 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:

Physical development

Social development

Spiritual development

Political development

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Quiz Start Time: 10:47 PM Time Left 89
sec(s)

Question # 15 of 15 (Start time: 10:54:02 PM) Total Marks: 1
Which type of communication is vocal but does not use words?
Select correct option:

Paralanguage
Silence
Kinesics
Non-verbal

Quiz Start Time: 10:55 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:55:59 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

QUIZ # 7

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 1 of 15 (Start time: 10:59:41 PM) Total Marks: 1
The highest need in the hierarchy of needs is:
Select correct option:
Safety
Esteem

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Self actualization
Physiological

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 2 of 15 (Start time: 11:00:09 PM) Total Marks: 1
_____ ensures human dignity through freedom of expression and an opportunity to influence things that is turn influence the individual's living.
Select correct option:
Physical development
Social development
Spiritual development
Political development

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 3 of 15 (Start time: 11:00:34 PM) Total Marks: 1
The senses which are more commonly used to define things are:
Select correct option:
Vision, auditory and touch
Taste, auditory and vision
Vision, smell and taste
Vision, auditory and smell

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 4 of 15 (Start time: 11:00:50 PM) Total Marks: 1

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Degree to which people like or dislike themselves is:
Select correct option:
Self-esteem
Self-monitoring
Locus of control
Stereotyping

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 5 of 15 (Start time: 11:01:11 PM) Total Marks: 1
Which one the following is not the extrinsic value?
Select correct option:
Stimulation
Universalism
Conformity
Power

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 6 of 15 (Start time: 11:01:58 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:
Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 10:59 PM
Time Left 90

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sec(s)
Question # 7 of 15 (Start time: 11:02:23 PM) Total Marks: 1
"Tears" are a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 8 of 15 (Start time: 11:02:56 PM) Total Marks: 1
People who are high in _____ , basically value relationship and avoid disagreement.
Select correct option:
Openness to experience
Extraversion
Agreeableness
Conscientiousness

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:03:37 PM) Total Marks: 1
Which of the following transaction is judgmental?
Select correct option:
Adult-Parent Transaction
Adult-Adult Transaction
Child-Child Transaction
Parent-Parent Transaction

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Quiz Start Time: 10:59 PM
Time Left 88
sec(s)
Question # 10 of 15 (Start time: 11:04:52 PM) Total Marks: 1
The verbal cue for child ego state includes all except:
Select correct option:
"I wish"
"I want"
"I don't know"
"How much"

Quiz Start Time: 10:59 PM
Time Left 90
sec(s)
Question # 11 of 15 (Start time: 11:05:22 PM) Total Marks: 1
_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening
Defensive Listening

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 12 of 15 (Start time: 11:06:44 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

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Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 13 of 15 (Start time: 11:07:13 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 14 of 15 (Start time: 11:07:47 PM) Total Marks: 1
"Pouting" is a physical cue for which ego state?
Select correct option:
Parent
Child
Adult
Transaction

Quiz Start Time: 10:59 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:08:06 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:
Non-verbal
Oral
Written
Verbal

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QUIZ # 8

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 1 of 15 (Start time: 11:10:16 PM) Total Marks: 1
_____ communication may be seen, felt, heard, smelled and tasted.
Select correct option:

Non-verbal
Oral
Written
Verbal

Quiz Start Time: 11:10 PM Time Left 85
sec(s)

Question # 2 of 15 (Start time: 11:10:42 PM) Total Marks: 1
When you behave and respond with probing responses that shows curiosity, intimacy, fun, joyfulness and fantasy, you are in which ego state?
Select correct option:

Critical Parent
Natural Child
Sympathetic Parent
Adult Ego

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 3 of 15 (Start time: 11:11:28 PM) Total Marks: 1
Which of the following communication occurs simultaneously from two or more

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channels?
Select correct option:

Verbal communication
Interpersonal communication
Non-verbal communication
All of the above

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 4 of 15 (Start time: 11:11:53 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:

Loyality
Integrity
Openness
Consistency

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 5 of 15 (Start time: 11:12:22 PM) Total Marks: 1
If a person focuses on completing a task, making decisions quickly and wants the information only needed to get the task done then that person has
Select correct option:

Perceptive decisional approach
Quick decisional approach
Innovative decisional approach
Judgmental decisional approach

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Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 6 of 15 (Start time: 11:13:14 PM) Total Marks: 1
_____ needs a working environment that gives a variety of experiences, and let him to work with others.
Select correct option:

Follower
Employee
Extrovert
Leader

Quiz Start Time: 11:10 PM Time Left 68
sec(s)

Question # 7 of 15 (Start time: 11:14:13 PM) Total Marks: 1
A person who is anxious, emotional and touchy should possess which one of the following characteristic?
Select correct option:

Positive pole of openness to experience
Negative pole of conscientiousness

Negative pole of extraversion

Positive pole of neuroticism

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to

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Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 88 sec(s)

Question # 8 of 15 (Start time: 11:15:36 PM) Total Marks: 1
"Do you see the point?" belongs to
Select correct option:

Auditory Submodalities

Kinesthetic Submodalities

Visual Submodalities

Gustatory Submodalities

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 9 of 15 (Start time: 11:16:37 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

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Quiz Start Time: 11:10 PM Time Left 65
sec(s)

Question # 10 of 15 (Start time: 11:18:06 PM) Total Marks: 1
Women tend to implement a more _____ style and a less autocratic style than men do.
Select correct option:

Participative
Directive style
Dictatorial
None of the above.

Quiz Start Time: 11:10 PM Time Left 88
sec(s)

Question # 11 of 15 (Start time: 11:19:24 PM) Total Marks: 1
The parent, the child and the adult are the three states of which of the given option?
Select correct option:

Attitude
Ego
FFM
Vision

Quiz Start Time: 11:10 PM Time Left 87
sec(s)

Question # 12 of 15 (Start time: 11:19:57 PM) Total Marks: 1
Which of the following occurs when the sender of the message does not get the expected response from the receiver?
Select correct option:

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Complementary transaction
Crossed transaction
Ulterior transaction
None of the given options

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 13 of 15 (Start time: 11:20:39 PM) Total Marks: 1
The type of communication in which we do not recognize the humanity of other people is termed as
Select correct option:

I-It communication
I-You communication
I-Thou communication
Nonverbal communication

Quiz Start Time: 11:10 PM Time Left 87 sec(s)

Question # 14 of 15 (Start time: 11:21:03 PM) Total Marks: 1
Which of the following relates to developing people and the circumstances around them?
Select correct option:

Human resource management
Human resource development

Strategic human resource management

Personnel management

Quiz Start Time: 11:10 PM Time Left 87

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sec(s)

Question # 15 of 15 (Start time: 11:21:26 PM) Total Marks: 1
Which period/century is labeled as the “Century of Democracy”?
Select correct option:

Renaissance period
19th century
20th century

21st century

QUIZ # 9

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 1 of 15 (Start time: 11:22:53 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 2 of 15 (Start time: 11:23:44 PM) Total Marks: 1
_____ is listening carefully for the purpose of attacking a speaker.
Select correct option:
Literal Listening
Ambushing
Selective Listening
Defensive Listening

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Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 3 of 15 (Start time: 11:25:03 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:
Five levels
Four levels
Two levels
Three levels

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 4 of 15 (Start time: 11:25:41 PM) Total Marks: 1
Willingness to protect a person,physically and emotionally is termed as
Select correct option:
Loyality
Integrity
Openness
Consistency

uiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 5 of 15 (Start time: 11:26:06 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:
Affective component
Behavioral component
Environmental component
Cognitive component

Quiz Start Time: 11:22 PM

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Time Left 87
sec(s)
Question # 6 of 15 (Start time: 11:26:48 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:
Ideas
Thoughts
Vocabularies
All of above

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 7 of 15 (Start time: 11:27:16 PM) Total Marks: 1
The component of an attitude that is made up of the beliefs, opinions, knowledge, or information held by a person is called:
Select correct option:
Behavioral component
Cognitive component
Affective component
Environmental component

Quiz Start Time: 11:22 PM
Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 11:22 PM

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Time Left 86
sec(s)
Question # 8 of 15 (Start time: 11:28:04 PM) Total Marks: 1
The practice of having two or more people spilt a full time job is called
Select correct option:
Job rotation
Job sharing
Job enlargement
Job expansion

Quiz Start Time: 11:22 PM
Time Left 70
sec(s)
Question # 9 of 15 (Start time: 11:28:29 PM) Total Marks: 1
_____ refers to how we perceive and use time to define individualities and dealings.
Select correct option:
Artifacts
Chronemics
Haptics
Proxemics

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 10 of 15 (Start time: 11:29:19 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:
Training
Delegation
Authority
Empowerment

uiz Start Time: 11:22 PM
Time Left 85

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sec(s)
Question # 11 of 15 (Start time: 11:30:42 PM) Total Marks: 1
Non-completive skills, capabilities and competencies are the element of
Select correct option:
Social skills
Self management
Emotional development
Emotional intelligence

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 12 of 15 (Start time: 11:31:12 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:
Increased dysfunctional behavior in employees
Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 11:22 PM
Time Left 87
sec(s)
Question # 13 of 15 (Start time: 11:32:10 PM) Total Marks: 1
The following conversation is the example of which transaction? Stimulus: You can never trust these people Response: Exactly! Their kind is all the same
Select correct option:
Child-Child Transaction
Adult-Adult Transaction
Parent-Parent Transaction
Parent-Child Transaction

Quiz Start Time: 11:22 PM
Time Left 87

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sec(s)
Question # 14 of 15 (Start time: 11:33:04 PM) Total Marks: 1
_____ Culture places a high value on physical appearance.
Select correct option:
Eastern
Asian
Western
All of the above

Quiz Start Time: 11:22 PM
Time Left 88
sec(s)
Question # 15 of 15 (Start time: 11:34:03 PM) Total Marks: 1
Our attitude will be largely determined by our _____.
Select correct option:
Knowledge
Skills
Values
Society

QUIZ # 10

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 1 of 15 (Start time: 11:36:05 PM) Total Marks: 1
From 1985 to 2000, the number of most democratic countries in the world increased from:
Select correct option:
44 to 82
45 to 90
40 to 70
40 to 85

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 2 of 15 (Start time: 11:36:22 PM) Total Marks: 1
Which of the following is NOT among the personality traits studied under Five Factor Model?
Select correct option:
Extraversion
Agreeableness
Security
Emotional stability

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 3 of 15 (Start time: 11:36:43 PM) Total Marks: 1
Our experience of the world is created by gathering information through the use of our____ senses.
Select correct option:
One
Five
Three
Six

Quiz Start Time: 11:36 PM
Time Left 88
sec(s)
Question # 4 of 15 (Start time: 11:37:03 PM) Total Marks: 1
When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?
Select correct option:
Sympathetic Parent
Critical child
Natural Child
Critical Parent

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Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 5 of 15 (Start time: 11:37:30 PM) Total Marks: 1
Sadia is informing her subordinates that the expense reimbursement policy for travel has been significantly modified. Sadia would be considered which of these?
Select correct option:
Medium
Decoder
Sender
Noise

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 6 of 15 (Start time: 11:37:50 PM) Total Marks: 1
Which of the following is a method of understanding behavior in interpersonal dynamics?
Select correct option:
Organizational democracy
Neuro- Linguistic Programming
Transactional analysis
None of the given options

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 7 of 15 (Start time: 11:38:33 PM) Total Marks: 1
What is the Leadership Style of a Dutch Leader from the following characteristics?
Select correct option:
Show kindness or generosity without being asked
Expected to be humble and speak infrequently

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Single out individuals with public praise are likely to embarrass those individuals rather than energize them.
Respect others – young or old

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 8 of 15 (Start time: 11:38:55 PM) Total Marks: 1
_____ is a group which is important due to multiplier effect they have on the development of others through families.
Select correct option:
Skilled worker
University students
Girls and women
Unemployed youth

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 9 of 15 (Start time: 11:39:30 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:
Complementary transaction
Crossed transaction
Ulterior transaction
Parent transcation

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 10 of 15 (Start time: 11:39:53 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in

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exchange for something the leader wants?
Select correct option:
Transformational
Charismatic
Transactional
None of the above

Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 11 of 15 (Start time: 11:40:11 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:
100 to 80
65 to 10
67 to 26
30 to 5

Quiz Start Time: 11:36 PM
Time Left 90
sec(s)
Question # 13 of 15 (Start time: 11:40:54 PM) Total Marks: 1
_____ is the ability to understand and relate to another's situation and feeling.
Select correct option:
Marginal listening
Emphatic listening
Evaluative listening
None of above

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Quiz Start Time: 11:36 PM
Time Left 89
sec(s)
Question # 15 of 15 (Start time: 11:41:30 PM) Total Marks: 1
Which theory was developed by Frederick Herzberg?
Select correct option:
Theory X/theory Y
Motivation-hygiene theory
Hierarchy of needs theory
Equity theory

QUIZ # 11

Quiz Start Time: 11:42 PM Time Left 86
sec(s)

Question # 1 of 15 (Start time: 11:42:56 PM) Total Marks: 1
Which leadership style involves the leader giving followers something they want in exchange for something the leader wants?
Select correct option:

Transformational

Charismatic
Transactional
None of the above

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 2 of 15 (Start time: 11:43:15 PM) Total Marks: 1
Which of the followings is the emotional or feeling part of an attitude?
Select correct option:

Affective component

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Behavioral component

Environmental component

Cognitive component

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 3 of 15 (Start time: 11:43:32 PM) Total Marks: 1
If an activity is done willingly without any payment or reward then it's called
Select correct option:

Extrinsic motivation

Reinforcement

Intrinsic motivation

Punishment

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 4 of 15 (Start time: 11:43:52 PM) Total Marks: 1
_____ is a branch of philosophy that deals with moral values and codes of conduct.
Select correct option:

Politics
Esthetics
Humanities
Ethics

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Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 5 of 15 (Start time: 11:44:19 PM) Total Marks: 1
When we show interest, understanding and fun, we are in which following state?
Select correct option:

Parent ego state

Adapted child ego state

Adult ego state

Natural child ego state

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 6 of 15 (Start time: 11:44:51 PM) Total Marks: 1
Increase 'voice' of the employees as a result of democratic principles would lead to which of the following?
Select correct option:

Increased dysfunctional behavior in employees

Higher level of organizational commitment
Decreased employee morale
Low level of productivity

Quiz Start Time: 11:42 PM Time Left 89

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sec(s)

Question # 7 of 15 (Start time: 11:45:09 PM) Total Marks: 1
Leadership can be substituted if the subordinates are given extreme
Select correct option:

Training
Delegation
Authority
Empowerment

Quiz Start Time: 11:42 PM Time Left 87
sec(s)

Question # 8 of 15 (Start time: 11:45:36 PM) Total Marks: 1
Degree to which people like or dislike themselves is:
Select correct option:

Self-esteem

Self-monitoring

Locus of control
Stereotyping

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 9 of 15 (Start time: 11:46:19 PM) Total Marks: 1
When we describe people using any of the terms such as quiet, passive, loud, aggressive, ambitious, extroverted, loyal, tense, or sociable, we're discussing him in terms of his_____.

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Select correct option:

Physiological traits

Personality traits

Physical traits

Cultural traits

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 10 of 15 (Start time: 11:46:46 PM) Total Marks: 1
A workweek in which employees work longer hours per day but fewer days per week is called:
Select correct option:

Flexible workweek
Telecommuting
Compressed workweek
Job sharing

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 11 of 15 (Start time: 11:47:25 PM) Total Marks: 1
Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?
Select correct option:

Complementary transaction
Crossed transaction

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Ulterior transaction
Parent transcation

Quiz Start Time: 11:42 PM Time Left 89 sec(s)

Question # 12 of 15 (Start time: 11:47:40 PM) Total Marks: 1
When the _____ is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.
Select correct option:

Parent ego state
Child ego state
Adult Ego State
None of the given options

Quiz Start Time: 11:42 PM Time Left 88 sec(s)

Question # 13 of 15 (Start time: 11:48:08 PM) Total Marks: 1
From 1985 to 2000, the number of most authoritarian countries in the world declined from:
Select correct option:

100 to 80
65 to 10
67 to 26
30 to 5

Quiz Start Time: 11:42 PM Time Left 89

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sec(s)

Question # 14 of 15 (Start time: 11:48:25 PM) Total Marks: 1
Hogan defines personality at how many levels?
Select correct option:

Five levels
Four levels

Two levels

Three levels

Quiz Start Time: 11:42 PM Time Left 89
sec(s)

Question # 15 of 15 (Start time: 11:48:45 PM) Total Marks: 1
in interpersonal communication,we don't exchange words, we share and interpret each others'_____.
Select correct option:

Ideas
Thoughts
Vocabularies
All of above

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Human resource development (HRM627)
Subjective For Midterm Papers
Solved by Askari Team

(Marks: 3)
Give your views about the importance of group decision making?
Answer:
There is much importance of group decision making because of its advantages.

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Advantages of Group Decision Making

1. Provide more complete information
2. Generate more alternatives
3. Increase acceptance of a solution
4. Increased legitimacy

(Marks: 3)

What factors distort communication of emotions?

Answer:

Various emotions on the part of one or both participants may obscure or distort intended meanings. Fear, anxiety, defenselessness, embarrassment, hostility and depression are common emotional responses in healthcare context which may prevents good communication, particularly if they are unacknowledged by one or both parties.

(Marks: 5)

Differentiate between cross-functional team and functional teams?

Answer:

Functional Team

A type of work team composed of a manager and his or her subordinates from a particular functional area.

Cross-Functional Team

It is a type of work team that's a hybrid grouping of individuals who are experts in various specialties and who work together on various tasks.

(Marks: 3) Give any three common expressions based on Visual sub modalities?

Answer:

COMMON EXPRESSIONS BASED ON:

Visual Submodalities—

That really brightens my day.
That puts things in a better perspective.
That's a top priority.
This guy has a checkered past.
Let's look at the big picture.
This problem keeps staring me in the face.

(Marks: 5) Can we say the Poverty as a critical problem of HRD? Discuss why or why not?

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Answer:
Yes, we can say that poverty as critical problem of HRD. The HRD programmes fail due to poverty, social injustice, low quality education and illiteracy. The achievement of sustained and equitable development remains the greatest challenge facing the human race. Despite good progress over the past generation, more than 1 billion people still live in acute poverty and suffer grossly inadequate access to the resources-education, health services, infrastructure , land and credit-required to give them a chance of a better life. The essential task of development is to provide opportunities so that these people and hundreds of millions not much better off, can reach their potential.

(Marks: 5) Identify any five Prerequisites of Organizational Democracy?
Answer:
Prerequisites of organizational democracy:
1. A more provisional sense of temporality towards organizations than that of bureaucracy
2. A climate (culture) in which constructive mutual and self-criticism can flourish
3. Small size
4. Homogenous membership in terms of backgrounds and values
5. A turbulent and dynamic environment around the organization so that the organization's main focus in innovation and idea generation (differentiation) rather than efficiency (cost leadership)
6. A team culture
7. An internal environment where employees trust each other and this trust is emanating from the leadership of the organization
8. A horizontal and flat organization as opposed to a tall and vertical one

(Marks: 5) Mostly, people think that health and fitness are same. Do you agree with this or not? Justify your answer.
Answer:
No, am not agreeing with this because fitness and health are different. **Fitness** is "the physical ability to perform athletic activity." **Health,** however, is defined as "the state where all the systems of the body – nervous, muscular, skeletal, circulatory, digestive, lymphatic, hormonal, etc. – are working in an optimal way…."
Most people think that fitness implies health, but the truth is that they don't necessarily go hand in hand. It's ideal to have both health and fitness, but by outing health first, you will always enjoy tremendous Benefits in your life.
The biggest difference between health and fitness comes down to understanding the distinction between *aerobic* and *anaerobic* exercise, between *endurance* and *power*. Aerobic means, literally, "with oxygen," and refers to moderate exercise sustained over a period of time. Your aerobic system is your system for endurance, and encompasses the heart, lungs, blood vessels and aerobic muscles. If you activate your aerobic system with proper exercise and diet, you burn fat as your primary fuel.

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On the other hand, anaerobic means, “without oxygen,” and refers to exercises that produce short bursts of power. Anaerobic exercise burns glycogen as its primary fuel, while causing the body to store fat.

Some More important Subjective questions of HRM627

Question:
What is the importance of HRD in organizations?
Answer:
Human Resource Development (HRD) stresses that human beings have the potential to do things It is based on the belief that an investment in human beings is necessary and will invariably bring in substantial benefits in the long run. HRD helps to collect lot of useful and objective data on employee which facilitate human resource planning HRD leads to participation by the workers which bring in a sense of achievement and pride in their work. HRD is also important because: Country develops if The Human Resource is developed Of increase in Productivity It helps in the Eradication of Social and Economic Backwardness Entrepreneurship Increase

Question:
What is meant by HRM?
Answer:
HRM stands for Human Resource Management means managing people in organizations. In simple sense, HRM means employing people, utilizing maintaining and compensating their services in tune with the job and organizational requirement.

Question:
What do you understand by the term HRD?
Answer:
HRD is concerned it relates to human resource development, it involves all the activities helpful to develop the human resources.

Question:
What is intrinsic motivation?
Answer:
Intrinsic Motivation is “an in-built and naturally occurring inspiration or drive” or “doing an activity or behavior voluntarily for its own sake, for the inherent satisfaction and pleasure derived from participation”.

Question:

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What is meant by extrinsic motivation?
Answer:
Extrinsic Motivation "refers to activities engaged in as a means to an end such as to gain rewards or avoid criticism, rather than for satisfaction of activities itself".

Question:
What is meant by group?
Answer:
A group is defined as two or more interacting and interdependent individuals who come together to achieve particular goals.

Question:
Why organizations are using HRD ?
Answer:
Organizations' are using HRD to develop their Human Resource to such an extent that they could be utilized to the best of their abilities.

Question:
What is the Nutritional supplementation?
Answer:
Nutritional supplements include vitamins, minerals, herbs, meal supplements, sports nutrition products, natural food supplements, and other related products used to boost the nutritional content of the diet. Removing the nutritional deficiency by using supplements is nutritional supplementation.

Question:
What is Transformational Vocabulary?
Answer:
Transformational Vocabulary is to use changed way of saying the same thing. The purpose of the Transformational Vocabulary is to give you the ability to change your view of a situation by using different words.

Question:
What is the difference between a leader and a manager?
Answer:
Manager: A Manager is the person responsible for planning and directing the work of a group of individuals, monitoring their work, and taking corrective action when necessary.
Leader: A person who rules or guides or inspires others; Leaders can not lead if they can not manage people.

What is meant by Adult learning?

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It has been argued that adult learning is qualitatively different from learning in childhood. The 'andragogy' approach emphasises the importance of self-directed learning for adults, integrating new material and ideas with current and previous experience.

What is Attitude?

It is a persisting feeling or emotion of a person that influences choice of action and response to stimulus. Defined as a disposition or tendency to respond positively or negatively towards a certain thing (idea, object, person, situation). They encompass, or are closely related to, our opinions and beliefs and are based upon our experiences. Training that produces tangible results starts by changing behavior...which ultimately changes attitudes

What is Behavior?

Any activity (either covert or overt) the learner will be expected to exhibit after training. The activity should be observable and measurable. It is the primary component of an objective

Define Big five model?

Five factor model of personality that includes extraversion, agreeableness,conscientiousness, emotional stability and openness to experience.

What is meant by Chain of command?

A line of authority that links all persons in an organization and defines who reports to whom

What is Coercive power?

Authority to punish or recommend punishment

What is Cognitive dissonance?

It is a State of psychological tension arising from incompatibility among a person's attitudes, behavior, beliefs, and/or knowledge, or when a choice has to be made between equally attractive or repulsive alternatives. One example is 'buyer's remorse,' a feeling of guilt associated with doubts about the advisability of a purchase decision that one experiences after making an expensive purchase. Marketers try to manage these doubts with supportive information such as testimonials, money-back guaranties, and after-sales service.

What is competency?

(1) Areas of personal capability that enable people to perform successfully in their jobs by completing task effectively. A competency can be knowledge, attitudes, skills, values, or personal values. Competency can be acquired through talent, experience, or training. (2) Competency comprises the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment.

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What is meant by Human Resource Development (HRD)?
An organized learning experience, conducted in a definite time period, to increase the possibility of improving job performance and growth.

What are Job Aids?
It is a device designed for use on the job and providing guidance on the performance of a specific task or skill. May be printed or on-line. Used in situations where it is not feasible or worthwhile to commit the procedure to memory before on-the-job-activity. Often these are paper-based and posted on the wall in plain sight or in a small reference notebook. They can also be, decals, manuals, cards, etc.

What is Job Analysis?
It Breaking down the complexity of a person's job into logical parts such as duties and tasks. It identifies and organizes the knowledge, skills, and attitudes required to perform the job correctly. This is accomplished by gathering task activities and requirements by observation, interviews, or other recording systems.

What is Job Description?
A formal statement of duties, qualifications, and responsibilities associated with a job.

What is Job Enlargement?
It is an increase in the number of tasks that an employee performs. It is associated with the design of jobs to reduce employee dissatisfaction.

What is Job Enrichment?
It is an increase in the number of tasks that an employee performs and an increase in the control over those tasks. It is associated with the design of jobs and is an extension of job enlargement.

What is meant by Machiavellianism (Mach)?
A measure of the degree to which people are pragmatic, maintains emotional distance and believe that ends justify means.

What is Motivation?
Internal and external factors that stimulate desire and energy in people to be continually interested in and committed to a job, role, or subject, and to exert persistent effort in attaining a goal. Motivation is the energizer of behavior and mother of all action. It results from the interactions among conscious and unconscious factors such as the (1) intensity of desire or need, (2) incentive or reward value of the goal, and (3) expectations of the individual and of his or her significant others.

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Define Myers-Briggs Type Indicator (MBTI)?
Known formally as Jung's theory of personality type, first developed by Carl Jung in the early 1920's and more recently resurrected and made into a practical instrument by Myers and Briggs. It is a particular test vehicle for personality typing

What is Need theory?
A construct of motivation based upon physical or psychological conditions that act as stimuli for human behavior.

Define Open book management?
It is Philosophy of involving every employee in making a firm more successful by sharing financial and operational information. OBM involves four basic practices (1) training employees so they become business literate and can understand financial statements, (2) empowering them to use that information in cost cutting and quality improvement, (3) trusting them as business partners on equal footing, and (4) rewarding them fairly for the firm's success.

What is meant by Openness to experience?
It is the degree to which someone is imaginative, artistically sensitive, and intellectual.

What is Pedagogy?
Literally means the art and science of educating children, pedagogy is often used as a synonym for teaching. Pedagogy embodies teacher-focused education.

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