

FINALTERM EXAMINATION

Spring 2010(Session4)

MGMT611- Human Relations (alt. code=HRM611)

Time: 90 min

Marks: 69.

Question No: 1 (Marks: 1) - Please choose one

Sheikh, Rajput, Kashmiri are all example of:

- ▶ Frame of references
- ▶ Stereotype images
- ▶ Perception
- ▶ Biasness

Ref:page 11

(1) Stereotype Images

We have certain images about different things i.e. about caste. We ask about someone's caste because we have certain image about that caste i.e. Sheikh, Rajput, Kashmiri etc

Question No: 2 (Marks: 1) - Please choose one

People of a religious sect, neighbourhood, same caste and same profession are members of:

- ▶ In group
- ▶ Out group
- ▶ Emergent group
- ▶ Secondary group

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An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group. This loyalty often manifests itself as an ingroup bias. Commonly encountered ingroups include family members, people of the same race or religion.

Question No: 3 (Marks: 1) - Please choose one

A major purpose of feedback is to tell a person:

- ▶ How well he or she communicates the true self

► How well he or she has performed
(correct in my view, recheck it by your ownself)

- The difference between right and wrong
- When it is time to enhance self-esteem

Question No: 4 (Marks: 1) - Please choose one

A key characteristic of self-disciplined people is that they:

- Impose punishment and suffering on themselves
- Rebel against goals set by management
- Find very little joy in working
- Work toward attaining goals without being distracted

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Question No: 5 (Marks: 1) - Please choose one

The first step in the self-discipline model is to:

- Compartmentalize spheres of life
- Search for pleasure within the task
- Develop role models
- Formulate a mission statement

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Self-discipline and motivation

1. *Formulate a mission statement* related to your life.
2. *Develop role models* of self-disciplined achievers.
3. *Develop goals for each task.*
4. *Develop action plans to achieve goals.*

Question No: 6 (Marks: 1) - Please choose one

A person makes a decision when he or she:

- Chooses one alternative from several
- Faces a crisis
- Identifies a gap between the real and the ideal
- Engages in rigid efforts

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Lesson 8

Question No: 7 (Marks: 1) - Please choose one

A distinguished consequence of perfectionism is that it often leads to a:

- ▶ Sudden increase in satisfaction with the task
- ▶ Feelings of excitement while solving a problem
- ▶ Delay in making decisions(Doubted)
- ▶ Lack of concern for details

Question No: 8 (Marks: 1) - Please choose one

Which type of human communication is employed for sharing knowledge, solving problems and developing new ideas?

- ▶ Mediated communication
- ▶ Intrapersonal communication
- ▶ Interpersonal communication(doubted)
- ▶ Public communication

Question No: 9 (Marks: 1) - Please choose one

Which of the following is an example of downward communications?

- ▶ Your supervisor assigns you a new task
- ▶ You ask your supervisor for a new task
- ▶ You want a new task
- ▶ Your co-worker tells you that you are going to get a new task

Question No: 10 (Marks: 1) - Please choose one

One of the major benefit of high self-esteem is:

- ▶ Increased worker involvement on teams(doubted)
- ▶ Good mental health
- ▶ Increased absenteeism

- ▶ Decreased complaints from unionized workers

Question No: 11 (Marks: 1) - Please choose one

Which of the following is a suggested way for developing your leadership potential?

- ▶ Help your leader lead
- ▶ Acquire broad experience
- ▶ Practice a little leadership when the opportunity presents itself
- ▶ All of the given are suggested ways

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Question No: 12 (Marks: 1) - Please choose one

A study on the quality of interactions between supervisor and their employees indicated that:

- ▶ Agreeing with your supervisor's opinions usually fail
- ▶ Supervisors are impressed strictly by work performance
- ▶ Favorable interactions lead to better performance
- ▶ Avoiding the supervisor improves performance ratings

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Question No: 13 (Marks: 1) - Please choose one

There should be knowledge of self _____ while planning a career.

- ▶ Strength and power
- ▶ Weaknesses and status
- ▶ Power and income
- ▶ Strengths and weaknesses

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Question No: 14 (Marks: 1) - Please choose one

To identify a career which of the following is more compatible with your interest?

- ▶ Peer influence

- ▶ Social networking
- ▶ Job opportunity
- ▶ Recognize your preferences

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Question No: 15 (Marks: 1) - Please choose one

Networking implies helping others and doing all of the following EXCEPT:

- ▶ Giving advice
- ▶ Giving industry specific information
- ▶ Giving trade secrets
- ▶ Giving contacts

Question No: 16 (Marks: 1) - Please choose one

Ali is a true workaholic as he:

- ▶ Works an average of at least 60 hours per week
- ▶ Finds not working to be an uncomfortable experience
- ▶ Brings work home at least four nights per week
- ▶ Establishes unrealistic goals

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Question No: 17 (Marks: 1) - Please choose one

Multitasking is recommended for:

- ▶ Creative assignments
- ▶ Work at a steady pace
- ▶ Breakthrough tasks
- ▶ Routine tasks

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Question No: 18 (Marks: 1) - Please choose one

Now day's organizations are emphasizing more on which type of growth:

- ▶ Horizontal
- ▶ Vertical
- ▶ Lateral
- ▶ Straight up

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Question No: 19 (Marks: 1) - Please choose one

Cyber networking includes which one of the following?

- ▶ Action
- ▶ E-mail
- ▶ Glass ceiling
- ▶ Traditions

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Question No: 20 (Marks: 1) - Please choose one

Asifa is competent and efficient employee, she has which type of values:

- ▶ Democratic values
- ▶ Ethical values
- ▶ Professional values
- ▶ People values

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Question No: 21 (Marks: 1) - Please choose one

Hassan needs to hire a new assistant. Which one of the following decisions would be unethical?

- ▶ Promotes a lower-level staff member into the position
- ▶ Hires a person who needs a little training
- ▶ Hires a good friend who has no experience and not fit for the jobs(doubted)
- ▶ Hires a person with the most experience and highest qualifications

Question No: 22 (Marks: 1) - Please choose one

Which one of the following is an example of mentoring behaviour?

- ▶ Depression
- ▶ Conflict
- ▶ Coaching
- ▶ High emotions

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Question No: 23 (Marks: 1) - Please choose one

Identify the suggested way of building good relationships with customers.

- ▶ When a customer complains, be defensive
- ▶ Show care and concern for the customer
- ▶ Establish customer dissatisfaction goals
- ▶ Place the company's needs first

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Question No: 24 (Marks: 1) - Please choose one

According to American Research, indifferent attitude of an employee is the reason for non-return of customers. That is:

- ▶ 68 percent
- ▶ 14 percent
- ▶ 09 percent
- ▶ 05 percent

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Question No: 25 (Marks: 1) - Please choose one

Which of the following is highly unusual, complicated tactic that involves a trick for finding a job?

- ▶ Extreme job hunting
- ▶ Employment Agencies
- ▶ Company websites
- ▶ Help Wanted Ads

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Question No: 26 (Marks: 1) - Please choose one

Identify which of the following skill is more essential than technical skills?

- ▶ Personal
- ▶ Communication
- ▶ Interpersonal
- ▶ Public

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Question No: 27 (Marks: 1) - Please choose one

Two key elements of a personal financial plan are financial goals and:

- ▶ Budget
- ▶ Mission statement
- ▶ Resources
- ▶ Funds

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Question No: 28 (Marks: 1) - Please choose one

When you purchase stocks, you become a(n):

- ▶ Practice contrary investing
- ▶ Pay off debt
- ▶ Owner of an asset
- ▶ Lending money

Question No: 29 (Marks: 1) - Please choose one

Signifying respect, fairness and courtesy in dealings with fellow workers comes under:

- ▶ Ethical values
- ▶ Democratic values
- ▶ Professional values
- ▶ People values

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Question No: 30 (Marks: 1) - Please choose one

Which one of the following is the technique or skill that can be helpful for mentoring at work place?

- ▶ Interpret what is happening and ask tough questions
- ▶ Provide emotional support and provide constructive advice, criticism and feedback
- ▶ Encourage the person to speak and offer constructive criticism
- ▶ Provide specific feedback and allow for modelling the desired performance

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Question No: 31 (Marks: 1) - Please choose one

Ali is a nurturing task leader; he believes that the task system in an organization should be:

- ▶ Developed inter-relationship
- ▶ Meaningful and trusting
- ▶ Growth oriented
- ▶ All of the given options

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Question No: 32 (Marks: 1) - Please choose one

If your environment support you to achieve your goals, you can be successful and productive for your:

- ▶ Self
- ▶ Health

- ▶ Friends
- ▶ Set up

PAG 101

Question No: 33 (Marks: 1) - Please choose one
Cultures within an organization that are defined by departmental designations are often called ____.

- ▶ Micro-cultures
- ▶ Subcultures
- ▶ Divisional cultures
- ▶ Counter cultures

Question No: 34 (Marks: 1) - Please choose one
Which of following is suggested technique for uplifting one's self-confidence?

- ▶ Strive for peak performance
- ▶ Use negative visual imagery
- ▶ Use negative self-talk
- ▶ Develop a solid knowledge base

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Question No: 35 (Marks: 1) - Please choose one
According to research evidence, which of the following is the most important reason of Develop a solid knowledge base of customers?

- ▶ Moved away to some other place
- ▶ Indifferent attitude of an employee
- ▶ Product dissatisfaction
- ▶ Role of rivalry forces

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Second option is most important because the non-return ratio of this category is large than other categories.

Question No: 36 (Marks: 1) - Please choose one

You have often seen job advertisement in the newspaper where organizations prefer to use post office box instead of mentioning their organizational postal address. This is an example of:

- ▶ Open ads
- ▶ Blind ads
- ▶ Catch ads
- ▶ Web ads

Question No: 37 (Marks: 1) - Please choose one

Hina took every opportunity she could to explain to her prospective employer what she could do to help their company if she were hired. Hina used:

- ▶ Behavioral statements
- ▶ Communication statements
- ▶ Skill-benefit statements
- ▶ Internal job market statements

Question No: 38 (Marks: 1) - Please choose one

"Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?" If an interviewer ask this question from the job candidate then which of the following type of interview is it?

- ▶ Phone interview
- ▶ Projection interview
- ▶ Behavioral interview
- ▶ Communication interview

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Question No: 39 (Marks: 1) - Please choose one

As an investment, collectibles such as coins, antiques or paintings involve:

- ▶ No risk(in my view)
- ▶ Low risk
- ▶ Moderate risk
- ▶ High risk

Question No: 40 (Marks: 1) - Please choose one

For achieving happiness in life, if someone's feelings turn negative suddenly, then its time to do:

- ▶ Mental readjustment
- ▶ Physical readjustment
- ▶ Social readjustment(in my view)
- ▶ Economic readjustment

Question No: 41 (Marks: 1) - Please choose one

Sadia likes her friend Hina because of having common interest, values and beliefs. This liking on the basis of similarities is the focus point of which one of the following theory?

- ▶ Reinforcement theory
- ▶ Balance theory of attraction
- ▶ Social exchange theory of attraction
- ▶ Need for intimacy

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Question No: 42 (Marks: 1) - Please choose one

An important contributor to happiness is :

- ▶ Live with what you cannot change
- ▶ Change yourself to meet society's aesthetic standards
- ▶ Establish goals for changing conditions that are difficult to change
- ▶ Avoid vigorous physical exercise

Question No: 43 (Marks: 1) - Please choose one

If two people want to live harmoniously after the conflict, what they should avoid?

- ▶ Below the belt comments
- ▶ Show positive behavior
- ▶ Prepare to compromise
- ▶ Minimize an accusatory tone

Question No: 44 (Marks: 1) - Please choose one

What should be a recommended solution for the working couple to avoid disputes on the household chores?

- ▶ Wife should be responsible for all house hold chores
- ▶ Husband should be responsible for all house hold chores
- ▶ Wife should be more responsible than husband for houshold chores
- ▶ Husband and wife should be equally responsible for house hold chores

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Question No: 45 (Marks: 1) - Please choose one

Which of the following statement is true?

- ▶ Laziness and right description of liveliness
- ▶ Laziness is the right description of apathy
- ▶ Laziness is the wrong description of apathy
- ▶ Laziness is the wrong description of idleness

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Question No: 46 (Marks: 1) - Please choose one

Ahmed is performing his job responsibilities with objectivity and impartiality. He is using;

- ▶ Democratic values
- ▶ Professional values
- ▶ People values
- ▶ Moral values

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Question No: 47 (Marks: 1) - Please choose one

The quality of human relations improved when an individual follows:

- ▶ Ethics
- ▶ Rules
- ▶ Regulations

► Procedures

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Question No: 48 (Marks: 1) - Please choose one

Which one of the following tactics can be helpful in dealing with difficult people?

- Use tact and diplomacy
- Ask tough questions
- Use hostile or adverse impact
- Use negative reinforcement

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Question No: 49 (Marks: 3)

Which rules help you to be a positive nurturing person?

One can be a positive nurturing person by following these rules.

1. Understand that most people have needs of growth. There is hardly anyone who doesn't want promotion in life. Suppose if a person is employed as a clerk, it doesn't mean that he always have to live with that status. If you help him in improving his status he will have nice feelings for you.
2. Make a team with a coworker to form a network. If you are able to form a team, you can be more helpful to others. Networks play an important role in the personal and organizational development and growth.
3. *Be a role model for others. When you demonstrate how to be a good worker, others would like to follow you.*

Question No: 50 (Marks: 3)

Enlist and describe the two key elements which are included in a personal financial plan. Two key elements of the plan are financial goals and a budget.

Establishing financial goals

A common approach to financial goal setting is to specify amounts of money you would like to earn at certain points in time. Another common goal is to obtain enough money to cover specific expenses.

Financial goals are sometimes expressed in terms of allocation of money, such as putting pay raises into savings or reducing debt.

A more motivational approach is use financial goals to point to a lifestyle one hopes to achieve with specific amounts of money. In this way money becomes the means to ends that bring satisfaction and happiness.

Developing a Budget (Spending Plan)

A **budget** is a plan for spending money to improve your chances of using your money wisely and not spending more than net income.

Steps in budget making

Developing a budget can be divided into a series of logical steps.

Establishing goals

You should keep in mind your goals while establishing a budget so that you could make the best use of your money.

1. Estimating income

First of all estimate your income and then plan the spending of money. You should be aware of the total amount that you have in order to develop realistic budget.

2. Estimating expenses

Do this by keeping careful track of current spending.

3. Comparing expenses and income.

Remember that the true profit from your labor is the difference between your net income and total expenses. If you spend all your money and you are left with nothing, it is not sensible. You must save something for unseen expenses that may arise in future.

4. Carrying out the budget

Try to spend money according to your budget. If you spend more than the expected amount on various things, then it is no use of making budget.

6. Evaluating the Plan

A budget usually needs reworking until it fits your needs. You can evaluate your budget time to time.

Question No: 51 (Marks: 5)

Why continuous learning and self-development is necessary for career progression?

Continuous Learning and Self-Development

Keep on working hard to bring efficiency and quality to your work. Given that continuous learning is part of the new model of career advancement, engaging in regular learning will help a person advance. Selfdevelopment can include any type of learning but often emphasizes personal improvement and skill development. Continuous learning and self development follow the Japanese philosophy of **kaizen**, the relentless quest for a better way and higher quality work.

Question No: 52 (Marks: 5)

How spending a meaningful life acts as a major contributor to happiness. Give an example?

Question No: 53 (Marks: 5)

In your opinion what sort of behaviors are required in a mentor which can be beneficial in establishing quality relationships between the mentor and the mentee.

mentoring behaviour

If you ensure some basic roles and responsibilities of a mentor, you will see the improved quality of relationships between the mentor and the mentee. Let us see, how you can be helpful to others by guiding and leading them towards their growth.

1. Sponsor.

Sponsor others to help and assist them in getting jobs.

2. Do coaching.

Provide guidance and coaching based on your past experiences.

3. Protect others.

Everyone commits mistakes. If you protect others from the bad consequences of their mistakes, you will perform the job of a mentor.

4. Share challenging tasks.

If you share some challenging task with your coworkers, it will be helpful in building confidence in them.

5. Act as a referral agent.

If somebody needs your reference, be sincere and honest in telling the positive characteristics. And also you can refer your mentee to the one who can guide him in a better way than you can.

6. Become a Role model.

Demonstrate through your behaviour what you expect from your mentee.

7. Giving support and encouragement.

People always need support and encouragement. You can do it by a number of ways. Some nice words can work wonders.

8. Do counseling.

Develop a positive counseling relationship with your mentee.

9. Providing friendship.

Friendly relationships give mental and psychological support which plays many a time vital role in the development of a person.

10. Encourage problem solving.

Be helpful by identifying and solving problems.

11. Explain complexities.

Life is becoming more and more complex. If you are better informed and others are confused about a particular situation. Try to solve the complexities of life.

12. Teaching the right skills.

Make others learn how to be successful. Impart right and proper knowledge and skill to your mentees.

13. Encourage continuous learning.

Changes are occurring all the time. Encourage your mentees to learn new skills and keep your knowledge up to date.