

MGMT611- Human Relations (alt. code=HRM611) (Session - 4)
Midterm Spring 2010

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

The characteristics of creative workers include:

- ▶ Knowledge
- ▶ Intellectual abilities
- ▶ All of the given options
- ▶ Personality

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

A vision in leadership refers to:

- ▶ An optimistic picture of the future of the organization
- ▶ A leader's ability to see through problems
- ▶ A historical view of the organization
- ▶ The leader's ability to inspire people

Question No: 3 (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

Page 54

Developing leadership potential:

It is about creating conditions under which all your followers can perform independently and effectively toward a common objective.

Servant leadership stems naturally from a commitment to service.

1. General education and specific training:

You should have general information and understanding about your field. You should have specific training of your job related activities so that you could lead and guide your team members.

2. Leadership development programmes:

Leadership skills can be acquired by taking courses or programmes on leadership.

3. Acquire broad experience:

A leader should have broader knowledge of the things in order to handle or run the affairs of the organization smoothly.

4. Modeling effective leaders:

You should have some models in your mind that you admire as good leaders. You should try to internalize the characteristics of those leaders.

5. Self-development of leadership characteristics and behaviour:

Study leadership characteristics and behaviour, and target one or two for improvement through selfdetermination and self-monitoring of behaviour.

6. Practice a little leadership:

Look for opportunities to exert a small amount of helpful leadership in contrast to waiting for opportunities to accomplish extraordinary deeds. Mentoring would be an example of practicing a little leadership.

7. Help your leader lead:

Leaders need assistance so they can do a good job, and providing this assistance provides some leadership experience.

8. Become an integrated human being:

The leader is first and foremost a fully functioning person. Leadership development is therefore the process of self-development. As a result, the process of becoming a leader is similar to the process of becoming an integrated human being.

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

Which one of the following would be the most effective way to develop charisma?

- ▶ Be emotionally reserved and somewhat cold
- ▶ Minimize personal risk taking
- ▶ Make ample use of true stories

- ▶ Be laid back and not overly concerned about attaining goals

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

A recommended technique for overcoming cross-cultural communication barriers is to:

- ▶ Use straightforward language and speak slowly and clearly
- ▶ De-emphasize nonverbal communication
- ▶ Insist on a common code of etiquette
- ▶ Place considerable weight on the sender's appearance

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

Which of the following is NOT one of the suggested ways for coping with a problem manager?

- ▶ Avoid your manager

Page 66

A challenge to ambitious people is to cope with a difficult manager, yet remain well regarded by that person.

Suggestions follow:

A. Reevaluate Your Manager

Some problem bosses are not really a problem. Instead, they have been misperceived by one or more group members. You and your boss may simply have a difference in roles, goals, or values.

B. Confront Your Manager about the Problem

A general-purpose way of dealing with a problem manager is to apply confrontation and problem solving techniques. Use considerable tact and sensitivity because your manager or team leader has more formal authority than you. Gently ask for an explanation of the problem. Confrontation can also be helpful in dealing with the problem of micromanagement, the close monitoring of most aspects of group member activities by the manager.

C. Learn from Your Manager's Mistakes

Even a bad boss contributes to our development—he or she serves as a model of what not to do as a boss.

Also, should your manager be fired, analyze that situation to avoid the mistakes he or she made.

- ▶ Learn from your manager's mistakes
- ▶ Confront your manager about the problem
- ▶ Judge your manager cautiously and slowly

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

A surgical nurse brings her complaint directly to the top administrator of the hospital. She is, therefore, violating the tactic called:

- ▶ Learn from your boss's mistakes
- ▶ Stay in touch
- ▶ Recognize that your boss has problems too
- ▶ Avoid bypassing your manager

Page 65

I. Avoid Bypassing Your Manager

A good way to embarrass and sometimes infuriate your manager is to repeatedly go to his or her superior with your problems, conflict, and complaints. The bypass suggests that you don't think your boss has enough power to take care of the problem, and that you distrust his or her judgment. Bypassing your manager is looked upon so negatively that most experienced managers will not listen to your problem unless you have already discussed it with your immediate superior

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

Asma has a strong customer service orientation, so she works hard to:

- ▶ Encouraging customers to shop by price
- ▶ Helping customers
- ▶ Getting customers to make large purchases Page 141
- ▶ Selling the most profitable items first

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

Ali will consult whom for professional approach to find out his first career?

- ▶ Career counselor Page 78

Getting Help from a Career Counselor

A career counselor provides a professional approach to finding a first career or career switching. A counselor usually relies on a wide variety of tests plus an interview to assist a person, make a sound career choice.

- ▶ Career planner
- ▶ Career analyst
- ▶ Mentor

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

Which one of the following tests measure personal attributes and characteristics of an individual?

- ▶ Personality test
- ▶ Aptitude test
- ▶ Interest test
- ▶ Achievement test

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

Which one of the following is an example of engaging in computer goof off behavior?

- ▶ Using a handheld computer instead of a PC
- ▶ Scanning for computer viruses during company time
- ▶ Making computations with a calculator instead of a computer
- ▶ Preparing elaborate computer graphics when unnecessary

Page 94

Avoid Being a Computer Goof-Off or Cyber loafer

An unproductive use of computers, however, is to tinker with them to the exclusion of useful work. Some managers spend so much time with computers that they neglect the leadership aspect of their jobs. Internet surfing for purposes not strictly related to the job has become a major productivity drain.

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

Doing two or more routine tasks simultaneously that can sometimes enhance personal productivity is often referred to as:

- ▶ Perfectionism
- ▶ Multitasking
- ▶ Time management

Page 93

Time-management techniques

The appropriate time-management techniques are also necessary to achieve high personal productivity. For these techniques to enhance productivity, most of them need to be incorporated into and practiced regularly in daily life. Habits need to be programmed into the brain through repetition.

- ▶ Procrastination

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

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

► Horizontal

Page 96

More emphasis on horizontal growth, with a focus on new learning.

Initially you used to move from lower ranks to upper ranks in an organization. This strategy has undergone a change now. Now the emphasis is given on learning new skills instead of relying only on skills you already have. As the change in environment help learning new things, that is why you should learn to appreciate the change of doing different jobs in the same organization.

- Vertical
- Lateral
- Straight up

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

To achieve goals and exert control on environment; one must have a(n):

► Action plan

Page 20

Guidelines for Goal Setting

An action plan is needed to achieve goals

- Target
- Mission
- Ambition

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

When choosing a career path, it is important to:

- Interconnect your personal goals with your work plans
- Choose very high pay
- Choose one that gets you to the top quickly
- Choose very high post

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

Which one of the following factors can help in curing depression?

- Thinking
- Emotions
- Self confidence

Page 116

Depression is an illness which exists in the mind and therefore the cure and prevention lies with treating the mind. What do you need to work on to become happier and less depressed? You should consider these factors curing depression.

1. Your mood
2. Your self esteem

3. Your perceived situation
 4. Your self confidence
 5. Your thinking
 6. Your motivation
 7. Your faith
 8. Your purpose
- ▶ Stress

Question No: 17 (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

Page 141

Building good relationships with customers

Success on the job also requires good relationships with both external and internal customers. An employee whose thoughts and actions are geared toward helping customers has a customer service orientation.

Good service is the primary factor that keeps customers coming back. Profits jump considerably as the customer is retained over time. Suggestions for achieving high-level customer service are as follows:

1. Establish customer satisfaction goals.
2. Understand your customer's needs and place them first.
3. Show care and concern.
4. Communicate a positive attitude.
5. Make the buyer feel good.
6. Display strong business ethics.

- ▶ Establish customer dissatisfaction goals
- ▶ Place the company's needs first

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

Ali is facing a major challenge for job hunting while using the internet to find a job. This major challenge is:

- ▶ Having a false sense of security that a job will come to him
- ▶ Having thousands of other job seekers applying for the same positions
- ▶ Finding a way to speak to a company representative
- ▶ All of the given options

Lecture #26 page 81

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

A strongly recommended method for job hunting is:

- ▶ Job boards
- ▶ Company Websites

Page 88

The Internet and Résumé Database Services

The Internet is now a standard part of job hunting, with dozens of job-hunting sites available. Job boards related to specific industries have grown in popularity. Company Websites are strongly recommended for job hunting. Job seekers should remember that the Internet is but one method of conducting a job search.

A major challenge of job hunting through the Internet is to find a way to speak to a company representative about your application. Speaking to a telephone operator will sometimes provide a lead to a contact person.

- ▶ Bill boards
- ▶ Ads

Question No: 20 (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

Page 82

Extreme Job Hunting

Extreme job hunting is any highly unusual, complicated tactic that involves a gimmick for finding a job. Such tactics are likely to be rejected by some employers who would regard the applicant as a nuisance, yet these tactics can land a job.

- ▶ Employment Agencies
- ▶ Company websites
- ▶ Help Wanted Ads

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

Which one of the following introduces the applicant with the prospective employer?

- ▶ Resume

Page 83

What is a Resume?

Resume is the first meeting between an employee and a prospective employer. Resumes introduce the applicant with the prospective employer. It is the document which encloses the educational qualification, relevant work experience, and personal detail of a person submitted to an employer or some other authority for securing a job.

- ▶ Testimonials
- ▶ Letter
- ▶ Cover letter

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

A mission statement is likely to improve personal productivity because it:

- ▶ Serves as a compass to direct your activities
- ▶ Establishes specific items to put on your to-do list
- ▶ Provides ethical guidelines for managing a career
- ▶ Helps a person overcome fear of success

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

Keeping an accurate record of job accomplishments can be valuable when being considered for:

- ▶ Promotion

Page 99

Document Your Accomplishments

Keeping an accurate record of job accomplishments can be valuable when being considered for promotion.

New learning should also be documented. Let key people know, in a tactful way, of your accomplishments.

- ▶ Transfer
- ▶ Bonus
- ▶ Assignment to a team or project

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

A sequence of positions necessary to achieve a goal called:

- ▶ Career path

Page 101

A. Develop a Flexible Career Path

If your goals are laid out systematically to lead to your ultimate career goal, you have established a career path—a sequence of positions necessary to achieve a goal. Here we look at two types of career paths.

- ▶ Traditional career path
- ▶ Horizontal career path
- ▶ Career success

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

The only way to experience genuine and lasting contentment, satisfaction and happiness is to learn to live your life in the:

- ▶ Present moment

Page 115

The fourth principle is feelings. If you feel discontented, for example, clear the head and start thinking positively. Enjoy what you have, don't spoil your life by craving for what you don't have.

5. The fifth principle of psychological functioning is the present moment. The present moment is where most people find happiness and inner peace. One can not change one's

past, neither can predicts one's future. The only thing in one's hands is the present. Focus on your present and be happy.

- ▶ Luxuries
- ▶ Facilities
- ▶ Lavishness

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

Which of the following way between husband and wife about each other's career often exist even when both have a modern outlook?

- ▶ Feeling of competitiveness
- ▶ Establish priorities
- ▶ Manage time carefully
- ▶ Prepared to compromise

Page 119

Establish priorities and manage time carefully. Sometime the career of one of the spouses might be more important than the other. This sort of issues can be prioritized by mutual understanding and discussion.

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

According to research _____ is the second happiest country.

- ▶ Germany

Page 112

A lot of research is being conducted on happiness. According to a research Denmark is the top happiest country. Germany is the second happiest country.

- ▶ Denmark
- ▶ China
- ▶ England

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

Conflict leads to:

- ▶ Physical and mental deterioration
- ▶ Desecrate resources, disruption
- ▶ Disruption, low energy
- ▶ All of the given options

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

Shahid spends much time on internet that effects his work, feel sleep deprivation and neglects human contact, all are the reasons of:

► Internet dependence

Page 135

Internet Dependence: An Internet dependence (or addiction) is a condition whereby a person spends so much time on the Internet that other work suffers and the person experiences sleep deprivation and neglects human contact.

- Internet expert
- Internet user
- Internet fond

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

Human Relations are very important in management as it contributes to:

► Organizational effectiveness

Page 50

A current conception of emotional intelligence is so broad that it encompasses many traits and behaviours related to leadership effectiveness, including self-awareness, self-management, social awareness, and relationship management.

- Control over employees
- Uniformity among the workers
- Higher turnover of employees

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

Fahad knows his leadership qualities and strengths and weaknesses of his team members. He is more likely to accomplish his task, it shows his self:

- Love
- Esteem
- Awareness

Page 8

Self awareness:

Knowing your self is self awareness. If you know your self you know your capabilities and on the basis of these capabilities you can accomplish a task. And ultimately you will feel successful and your organization will reward you. If you know how to judge your self you can judge others also.e.g. suppose you know your leadership qualities and the strengths and weaknesses of your team members you are more likely to accomplish your task. So, self awareness is an important tool in your own hands with the help of which you can do your self analysis or can get feedback from others.

- Perception

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

Saba was standing in line at the grocery store for payment when suddenly she noticed chocolates and candies prominently displayed at her right. She picked up one chocolate box and added it to her collection. This unplanned or spontaneous action will called:

- ▶ Impulse buying
- ▶ Routine buying
- ▶ Aversion buying
- ▶ Intentional buying

Question No: 33 (Marks: 1) - Please choose one

A training manager organizing training on software which the organization is going to be use in coming months is showing which of the following type of personality?

- ▶ Proactive

Page 99

An active agent in taking control of forces around him or her stands a better chance of capitalizing on opportunities. A proactive personality is a person relatively unconstrained by forces in the situation and who brings about environmental change. Managers prefer proactive employees because they take the initiative to take care of problems.

- ▶ Passive
- ▶ Reactive
- ▶ Inactive

Question No: 34 (Marks: 1) - Please choose one

Which of the following can be considered as business etiquettes?

- ▶ Be courteous about the copy machine
- ▶ Address the visitors in their preferred way
- ▶ Males and females should receive equal treatment
- ▶ All of the given options

Page 100

Business etiquettes

Let us discuss some business manners and etiquettes.

- Be polite to people in person
- Write polite letters
- Practice good table manners
- Names should be remembered
- Males and females should receive equal treatment
- Shouting is out
- The host or hostess pays the bill
- Introduce the higher-ranking person to the lower-ranking person

- Address superiors and visitors in their preferred way

- Make appointments with high-ranking people rather than dropping in
- When another person is opening a door to exit a room or building, do not jump ahead of him or her
- Be courteous about the use of common facilities or resources like the use of photocopy machine

Question No: 35 (Marks: 1) - Please choose one

Owing an asset or purchasing stock is referred to as:

- ▶ Contrary investment
- ▶ Diversify investment
- ▶ Fixed income investment
- ▶ Equity investment

Page 108

After understanding key investment principles, the person is ready to invest. Investments can be categorized into two basic types:

1. Lending money (fixed-income investment)
2. Owning assets (equity investment)

Question No: 36 (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

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

Which of the following two theories of mutual attraction are too mechanical and logical?

- ▶ Balance and exchange theories
- ▶ Balance and need for intimacy
- ▶ Exchange and need for intimacy
- ▶ Need for intimacy and reinforcement

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

You have often heard words such as “whatever”, “who cares”, “I don’t care”. These sort of words indicate what sort of an individual’s feelings?

- ▶ Apathetic feelings
- ▶ Sympathetic feelings

- ▶ Aggressive feelings
- ▶ Optimistic feelings

Question No: 39 (Marks: 3)

What do you understand by resume?

Resume is also called curriculum vitae.

It is the 1st meeting between the job seeker and the employer.

Resume shows the educational qualification, skills as well as experience life of the candidate for job.

Question No: 40 (Marks: 3)

How much your friend is a source of pleasure and happiness in your life?

My best is may be a source of happiness in my life because as he can understand my all feelings very well. When I become sad he or she can make me happy. He or she can share their thoughts and events with me which make me happy. He or she can give me happiness by wishing me on my birthday or EID. When we share our thoughts with each other it gives me some happy feelings. When he or she misses me it also gives me satisfaction of happiness.

Question No: 41 (Marks: 5)

What are some of the skills you need to become happy?

I can become my self happy by some skills which are the following.

When I love or make friendship with someone it will give me happiness.

I can work hard and I can enjoy it by achieving the reward and result of my experience.

When I will fair and helpful and trusting to others, I will be happy.

By having recreational fun in my life.

By avoiding stress can also make me happy.

What I like and I can change my life it will be good for me to live happy.

Energize myself through physical fitness.

Question No: 42 (Marks: 5)

Which type of awareness regarding common ethical problems can help you to avoid unfavorable circumstances at work place?

There are some ethical problems which occur in organizations but we can control them by some useful tips. For that that has authority must follow ethics. Sometimes it becomes difficult to work according to your principles and code of conduct. Some workers feel that they are not being treated fairly. The reward must be neither on work not on personal relations. Always respect female workers in company because nowadays there are most cases which are based on gender harassment.

Question No: 43 (Marks: 5)

What is difference between open ads and blind ads?

Open ads are those ads which identified the name of company or organization. So anybody can easily find that which kind of company or people are these.

Blind ads are those ads in which there is no name of company or recruiters. Because some companies don't want to disclose their privacy.

Question No: 44 (Marks: 10)

Distinguish between chronological resume and targeted resume.

In chronological resume, the qualification and experience etc are written in reverse order. For example current job and status is written in top while older and written below in same order. One of big problem in this type of resume is that if there is a gap of a year or 2 you cannot hide that, you must give some reason to fill that gap. Because if some one ask you in interview that what were you doing in that gap timings. So you should have a required answer. This type of resume describes the whole educational as well as experience of a person.

The targeted resume show only the information needed for that specific job. Only that requirement is written in target resume for targeted jobs so it will be easier for job giver to understand your qualification and status for that job.

You should write all your skills and experience of your life which are good for that job. By this way the interweaver and your skill can meet each other easily in short time which is good for you as well as for job givers. This type of resume is mostly short and only shows specific job requirements.

Question No: 45 (Marks: 10)

Khuram has completed his study. Now he is going for an interview in a multinational company. Give him some suggestions for having a successful interview.

For a successful interview for khuram I will give him the following useful suggestion.

1. Always prepare in advance for giving interview about your job. Khuram must know about his educational background and skill, also he should know about that organization for whom he is applying.
2. Khuram must go in well dressed uniform because it will make a very pleasant effect on interviewer. Always go in formal office dresses.
3. During interview for job, always ask question about job specifications and status. Don't ask questions about vacations and salary.
4. khuram must discuss about his weaknesses and strength so that the interviewer can help him to remove his weakness and they can easily share improve khuram's weak points. It is good for khuram to not hide his weak points.

5. If khuram did previous job some where he should not speak in negative about that company where he spent time. Because it will make bad impression on interviewer.
6. It is good for khuram to ask some good questions frankly about the organization etc.
7. khuram must not initiate the compensation talks. He should wait for the interviewer to discuss it.
8. khuram should be always in smile and good attitude during interview. He should avoid bad moods.
9. khuram must elaborate his skills that how his skills can benefit that organization.
10. khuram must show his interest in that job. But he should be careful to not bother the interviewer for getting that job.