

FINAL TERM EXAMINATION
Spring 2010
HRM611- Human Relations (Session - 4)
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 (page 11)**
- ▶ Perception
- ▶ Biasness

Question No: 2 (Marks: 1) - Please choose one
People of a religious sect, neighborhood, same caste and same profession are members of:

- ▶ **In group (page 13)**
- ▶ Out group
- ▶ Emergent group
- ▶ Secondary group

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 (page 20)**
- ▶ 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 (page 21)**

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 (page 21)**

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

A person makes a decision when he or she:

- ▶ **Chooses one alternative from several (page 22)**
- ▶ Faces a crisis
- ▶ Identifies a gap between the real and the ideal
- ▶ Engages in rigid efforts

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 (page 22)**
- ▶ 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**
- ▶ 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 (in downward communication, Communication flows from upper to lower)**
- 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 (page 43)**
- 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 (page 54)**

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 (page 65)**
- Avoiding the supervisor improves performance ratings

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 (page 73)**

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 (page 77)**

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 (page 102 and 79)**
- 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 (page 93)**
- Brings work home at least four nights per week
- Establishes unrealistic goals

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

Multitasking is recommended for:

- Creative assignments
- Work at a steady pace
- Breakthrough tasks
- **Routine tasks (page 94)**

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

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

- **Horizontal (page 96)**
- Vertical

- ▶ Lateral
- ▶ Straight up

Question No: 19 (Marks: 1) - Please choose one
Cyber networking includes which one of the following?

- ▶ Action
- ▶ **E-mail (page 102)**
- ▶ Glass ceiling
- ▶ Traditions

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 (page 124)**
- ▶ People values

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 job**
- ▶ 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 behavior?

- ▶ Depression
- ▶ Conflict
- ▶ **Coaching (page 128)**
- ▶ High emotions

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 (page 72)**
- ▶ Establish customer dissatisfaction goals
- ▶ Place the company's needs first

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 (page 71)**
- ▶ 14 percent
- ▶ 09 percent
- ▶ 05 percent

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 (page 82)**
- ▶ Employment Agencies
- ▶ Company websites
- ▶ Help Wanted Ads

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

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

- ▶ Personal
- ▶ Communication
- ▶ **Interpersonal (page 85)**
- ▶ Public

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

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

- ▶ **Budget (page 104)**
- ▶ Mission statement
- ▶ Resources
- ▶ Funds

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 (page 124)**

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 modeling the desired performance

(all options are given in notes, page 129)

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 (page 128)**

(The nurturant task leader believes that it is through the task

system that **a meaningful, trusting and growth oriented inter-relationship** may be developed in an organizational setting.)

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 (page 101)**
- ▶ Health
- ▶ Friends
- ▶ Set up

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

Cultures within an organization that are defined by departmental designations are often called _____.

- ▶ Micro-cultures
- ▶ **Subcultures (page 4)**
- ▶ 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 (page 47)**

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

According to research evidence, which of the following is the most important reason of non-return of customers?

- ▶ Moved away to some other place
- ▶ **Indifferent attitude of an employee (page 71)**
- ▶ Product dissatisfaction
- ▶ Role of rivalry forces

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 (page 81)**
- ▶ Catch ads
- ▶ Web ads

Reference: Blind ads do not include the name of the company; instead, responses are forwarded to a box number that appears at the end of each ad.

<http://www.globusz.com/ebooks/JobHunting/00000011.htm>

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 not sure**
- ▶ 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 (page 85)**
- ▶ Communication interview

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

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

- ▶ **No risk (page 147)**

- ▶ Low risk
- ▶ Moderate risk
- ▶ High risk

(page 147) If you are looking for an expensive hobby that might pay off financially, collectibles are ideal.

Reference: Collectibles: Investment on Paintings, artefact, antiques, and coins, sports cards get high returns. These are protected against inflation. They do not provide regular income, however their value increases with time.

<http://www.omniglot.com/om/investment/alternative-investment.html>

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 (page 116)**
- ▶ Physical readjustment
- ▶ Social readjustment
- ▶ 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 (page 116)**
- ▶ Social exchange theory of attraction
- ▶ Need for intimacy

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

An important contributor to happiness is:

- ▶ **Live with what you cannot change (page 112)**
- ▶ 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 (page 119)**

- ▶ Show positive behavior
- ▶ Prepare to compromise
- ▶ Minimize an accusatory tone

Don't hit below the belt. Trust is the key to intimate relationships. Be open, clear and straightforward with each other.

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 household

chores

▶ **Husband and wife should be equally responsible for house hold chores (page 120)**

Divide the household tasks equitably. Many women who work outside the home complain that they are responsible for too many household responsibilities. When household chores are divided unequally, conflict is probable.

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 (page 122)**
- ▶ Laziness is the wrong description of idleness

Question No: 46

(Marks: 1)

- Please choose one

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

- ▶ Democratic values
- ▶ **Professional values (page 124)**
- ▶ People values
- ▶ Moral values

Question No: 47 (Marks: 1) - Please choose one
The quality of human relations improved when an individual follows:

- ▶ **Ethics (page 126)**
- ▶ Rules
- ▶ Regulations
- ▶ Procedures

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 (page 129)**
- ▶ Ask tough questions
- ▶ Use hostile or adverse impact
- ▶ Use negative reinforcement

Question No: 49 (Marks: 3)
Which rules help you to be a positive nurturing person?

Question No: 50 (Marks: 3)
Enlist and describe the two key elements which are included in a personal financial plan.

Question No: 51 (Marks: 5)
Why continuous learning and self-development is necessary for career progression?

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.

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

The characteristics of creative workers include:

- ▶ Knowledge
- ▶ Intellectual abilities
- Personality

▶ All of the given options 23

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 54**

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 55**
- ▶ 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 61**
- ▶ 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 65-66**
- ▶ 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 65**

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 141**
- Getting customers to make large purchases
- 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 78**
- Career planner
- Career analyst
- Mentor

B. 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.

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

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

- **Personality test 87**
- 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 94**

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 94**
- ▶ Time management
- ▶ Procrastination

I. Use Multitasking for Routine Tasks

Doing two or more routine chores simultaneously can sometimes enhance personal productivity. However, it is important to avoid rude or dangerous tasks, or a combination of the two. A rude practice is doing paperwork while on the telephone or in class. A dangerous practice is engaging in an intense conversation over the cell phone while driving.

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

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

- ▶ **Horizontal 96**
- ▶ 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 20**

- ▶ 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 103
- ▶ Choose very high pay
- ▶ Choose one that gets you to the top quickly
- ▶ Choose very high post

Another strategy for overcoming barriers to advancement is to enthusiastically apply all of the approaches learnt earlier. Personal goals should be incorporated into a career path to strive for a meshing of work and personal life. Contingency plans should be established because career planning contains uncertainty.

Question No: 16 (Marks: 1) - Please choose one
Which one of the following factors can help in curing depression?

- ▶ Thinking
- ▶ Emotions
- ▶ **Self confidence 116**
- ▶ 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 141**
- ▶ 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 80**
- ▶ All of the given options

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.

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

A strongly recommended method for job hunting is:

- ▶ Job boards
- ▶ **Company Websites 80**
- ▶ 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 82**
- ▶ 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 83**
- ▶ 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 92**
- ▶ Helps a person overcome fear of success

A. Develop a Mission, Goals, and a Strong Work Ethic

A mission, or general purpose in life, propels you toward being productive. Goals support the mission statement, but the effect is the same. Being committed to a goal propels you toward good use of time.

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

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

- ▶ **Promotion 99**
- ▶ Transfer
- ▶ Bonus
- ▶ Assignment to a team or project

E. 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.

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

A sequence of positions necessary to achieve a goal called:

- ▶ **Career path 101**
- ▶ Traditional career path
- ▶ Horizontal career path
- ▶ Career success

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.

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 115**
- ▶ 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 119**

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

According to research _____ is the second happiest country.

- ▶ **Germany 112.**
- ▶ 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 135**
- ▶ 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 50**
- ▶ 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**
- ▶ 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 be called:

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

Reference: An impulse purchase or impulse buy is an unplanned decision to buy a product or service, made just before a purchase

http://en.wikipedia.org/wiki/Impulse_purchase#cite_note-0

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 99**
- ▶ Passive
- ▶ Reactive
- ▶ Inactive

J. Develop a Proactive Personality

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.

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 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
- Be sensitive to cross-cultural differences in etiquette

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 108**

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 117**
- ▶ 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 116-118 not sure**
- ▶ 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 121**
- ▶ Sympathetic feelings
- ▶ Aggressive feelings
- ▶ Optimistic feelings

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FALL 2007
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Question No: 1 (Marks: 1) - Please choose one

All of the following are traits and characteristics of Ali as an effective leader except:

Charisma

Strong motivation and high energy

Trustworthiness and character

Being so self-confident they believe they can handle anything

50

2. Trustworthiness:

Both leaders themselves and group members believe that being honest and sustaining trust, are important.

Today's cliché is that leaders walk the talk.

Trust is a person's confidence in another individual's intentions and motives, and in the sincerity of that individual's words. Actions should not contradict words.

It takes a leader a long time to build trust, yet one brief incident of untrustworthy behaviour can destroy it.

3. Strong Work Motivation and High Energy:

Leadership positions are mentally and physically demanding. Strong motivation is also needed to accept the heavy responsibility that being a supervisor entails.

6. Charisma:

An important quality for leaders at all levels is charisma, a type of charm and magnetism that inspires others. An effective leader usually needs some degree of this quality, although some effective leaders are not charismatic. Here we focus on three of the many characteristics of charismatic leaders.

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

_____ relations have become diverse due to the increasing personal and workplace complexities.

Human 56

Interpersonal

Organizational
Social

Human relations have become diverse due to the increasing personal and workplace complexities. Many people from overseas are working in various organizations in Pakistan who come from different cultures. Similarly many Pakistanis are working overseas who have their own values and norms.

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

Self-confidence can be and built on.

Teach

Learned 46

Think

None of the given options

Developing self-confidence:

Self-confidence really can be learned and built on. And, whether you're working on your own selfconfidence

or building the confidence of people around you, it's well-worth the effort!

All other things

being equal, self-confidence is often the single ingredient that distinguishes a successful person from someone less successful.

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

"To win an award for the team" is an example of behavior.

Individualistic

Collective

Materialistic

Naturalistic

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

The good organizational _____ go above and beyond the call of duty.

Manager

Worker

Citizen 65

Customer

E. Be a Good Organizational Citizen

An especially meritorious approach to impressing key people is to demonstrate organizational citizenship behaviour, the willingness to work for the good of the organization even without the promise of a specific reward. The good organizational citizen goes “above and beyond the call of duty.” An effective way of being a good organization citizen is to step outside your job description. If people only do work included in their job description, a mentality of “It’s not my job” pervades.

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

Norms are the major components of culture.

Organizational 69

Manager

. Communication

Group

F. Follow Groups Standards of Conduct

To be a good co-worker, one has to adhere to group norms, the unwritten set of expectations for group members—what people ought to do. Yet conforming too closely to group norms leads to a loss of individuality. Norms are a major part of the organizational culture, or values and beliefs of the firm that guide people’s actions. Group norms also influence the social aspects of behaviour on the job.

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

Zaheer seiid _____ resume to a multinational company which describes how he organizes skills and accomplishments into the function performed.

Functional 83

Targeted

Creative

Gimmickry

The functional résumé organizes skills and accomplishments into the function performed. If you have worked in any organization, the skill and expertise you have learnt is mentioned. For example you can tell that you have team making skills or you can organize events.

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

_____ test is not included in the five types of psychological tests that are used in selecting employees.

Interest

Personality

Stats 87

Achievement

Five types of psychological tests are widely used:

- 1. Achievement tests sample and measure the applicant's knowledge and skills.**
- 2. Aptitude tests measure an applicant's capacity or potential for performing satisfactorily on the job, given sufficient training.**
- 3. Personality tests measure personal traits and characteristics that could be related to job performance.**
- 4. Interest tests measure preferences for engaging in certain job activities.**

5. Honesty tests measure tendencies toward telling the truth. Such tests can be in paper and pencil (or computerized) form, or the polygraph.

Question No: 9 (Marks: 1) - Please choose one
Which one of the following is suggested time management technique?
Make good use of technology
Clean up and get organized
Concentrate on one key task at a time
All of the given options 93

A. Clean Up and Get Organized

An excellent starting point for improving work habits and time management is to clean up the work area, and arrange things neatly. Eliminate clutter and simplify the work area so there are fewer distractions and the brain can be more focused. Getting organized includes sorting out which tasks need doing. Cleaning up is particularly important because so many people are pack rats.

B. Plan Your Activities

The primary principle of effective time management is planning; deciding what you want to accomplish and the actions needed to make it happen. To-do lists are a basic planning tool.

1. Where Do You Put Your Lists?

To-do lists should be placed on a calendar or day planner, or in a notebook, computer or other fixed location. Some planners are part of a system that enables one to link daily activities to a mission in life. For many people these planners are invaluable; for others they are a burden that leads to an over-structuring of life. Make a realistic list of the tasks.

2. How Do You Set Priorities?

Priorities should be established for items on the list with a system such as tagging each one as an A, B, or C

item. However, taking care of small (C) items can be therapeutic.

3. How Do You Schedule and Follow Through?

To convert your list into action, you should schedule when you are going to do each of the items on the list.

C. Get off to a Good Start

Get off to a good beginning and you are more likely to have a successful, productive day. Start poorly and you will be behind most of the day.

D. Make Good Use of Office Technology

Proper usage of most high-tech devices in the office can improve productivity and quality. For example, a laptop computer helps make one productive during potential periods of downtime. A major consideration is that the time saved using office technology must be invested in productive activity to attain a true productivity advantage.

E. Concentrate on One Key Task at a Time

Effective people resist distractions that prevent giving full attention to the task at hand. Achieving the flow experience is the ideal level of concentration. Conscious effort and self-discipline can strengthen concentration skills. Set aside ten minutes per day and focus on something repetitive. Concentrating on a key task is important, but sometimes doing two or three minor tasks at the same time can help save time.

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

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

Which of the following is not one of those steps?

Establishing goals

Getting the budget approved 105

Carrying out the budget
Evaluating the budget

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: 11 (Marks: 1) - Please choose one
Prophet Muhammad (PBUH) was a born leader, it is an example of _____ theory.

Contingency

Trait

Social
Bigman 140 & 53

1. Big man theory:

This kind of theory is about the leaders who are called leaders by birth or born leaders. This type of leadership skill is not acquired through training. It is about the leaders who bring revolutionary changes at the mass level. Prophet Muhammad (PBUH) was a born leader. He brought a mass level of change in the society. Hitler and Churchill also belong to the category of born leaders.

Question No: 12 (Marks: 1) - Please choose one
“Human relationships are based mainly on self-interest” is the focus point of theory.
Balance
Social exchange 117
Need
Trait

B. Social Exchange Theory of Attraction

According to social exchange theory, human relationships are based mainly on self-interest. People match their social, physical, and other assets against a potential partner's. The closer the match, the more likely they will develop a long-term relationship.

Question No: 13 (Marks: 1) - Please choose one
If you feel disinterested with reference to your education, family, friends or the environment around you, it indicates _____ behavior.
Apathetic page 121
Extrovert
Aggressive

All of the given options

What is apathy? It is basically the name of inaction, not being concerned about what is happening around. If you feel disinterested with reference to your education, your family, your friends or the environment around you, it means the situation is alarming and you have apathetic behaviour.

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

This is a conversation between a manager who is speaking to her employee, "That's right. You're more productive. From now on, I want you to go through the machines and perform maintenance rather than just fix them." Identify the process which involves such deliverance as part of one of its steps?

Team building
Problem solving
Coaching not sure
Training

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

Lending money and owning assets are the two basic types of **Investment** 147

Debt
Budget
None of the given options

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

Style flexibility and adaptability are discouraged for leaders because these traits make them weak and indecisive.

True
False

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

Now a days companies websites are strongly recommended for job hunting.

True

False

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

A worker in need of mentoring must wait until the employer offers such a program.

True

False

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

The past performance guarantees future performance and is the best predictor of the investment's future performance.

True

False not sure

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

Trying to create a positive impression on your supervisor does not really help to improve your performance ratings.

True

False

Question No: 26 (Marks: 5)

Do you think that culture and ethics are related? Support your answer with logical arguments and examples.

Question No: 27 (Marks: 5)

Suppose after completion of your degree, you will be the manager of an organization. Which three types of resources w

Question No: 28 (Marks: 5)
Judging another culture from ones owns point of view is a barrier in improving cross cultural differences. Name this situation and also explain it.

Question No: 29 (Marks: 10)

List and discuss three reasons why people procrastinate. Also discuss some ways that people can reduce or eliminate procrastination. (6+4)

Question No: 30 (Marks: 10)

How might good work habits and time management help a person to develop proper attitudes and values? It will be important to run your organization successfully and why?

MCQS

Asma has feeling of disinterest with reference to her education, family and friends, it indicates which type of behavior.

- a) Apathetic
- b) Extrovert
- c) Aggressive
- d) All of the given options

Two-income couples can manage the challenges of life if they:

- a) Divide household tasks equitably
- b) Establish priorities and manage time carefully
- c) Deal with feeling of competitiveness
- d) **All of the given options**

Which one of the following is NOT the sphere of life and happiness?

- a) Financial health
- b) **Emotional superficial states**
- c) Work and career
- d) Spiritual life or belief system

"Human relationships are based mainly on self-interest" is the focus point of:

- a) Balance theory
- b) **Social exchange theory**
- c) Need theory
- d) Trait theory

To succeed in your career, you should not:

- a)Continue to learn new things
- b)Accept challenges
- c)Become a workaholic**
- d)Change jobs when necessary

Which of the following is NOT the logical step of developing a personal budget?

- a)Establishing goals
- b)Getting the budget approved**
- c)Carrying out the budget
- d)Evaluating the budget

Which one of the following is NOT the component of career advancement model?

- a) More emphasis on temporary leadership assignments
- b) Climbing the ladder of self-fulfillment
- c) More emphasis on vertical growth than horizontal growth**
- d) Being promoted as much for learn-how as know-how

Which one of following is suggested time management technique?

- a) Make good use of technology
- b) Clean up and get organized
- c) Concentrate on one key task at a time
- d) All of the given options**

To develop a proactive personality you can attempt to be more of a self-starter and:

- a) Learn to read people
- b) Develop social skills
- c) Learn to say no
- d) Take more initiative to solve problems**

Which one of the following theory indicates that our hormones direct us to sense or screen potential mates?

- a) Biochemical**
- b) Psychological
- c) Psychosocial
- d) Physiological

Which one of the following resume formats is NOT commonly used?

- a) Targeted resume
- b) T-form resume**
- c) Functional resume

d)Chronological resume

Ahmad prepares a gimmickry resume for job finding, why he prepares this type of resume?

- a)To get the attention of the prospective employer
- b)To presents skills in a creative form
- c)To focus on a specific job target not sure**
- d)To present facts in reverse chronological order

Hamna frequently identifies opportunities and acts on them until she brings about change. Hamna likely to have a _____ personality.

- a)Proactive**
- b)Reactive
- c)Type B
- d)Type A

_____ test measures personal attributes and characteristics of an individual

- a)Personality**
- b)Aptitude
- c)Interest

d) Achievement

Hasan has the capability to meet the requirements to get a particular job, which type of resume he will prepare.

a) Targeted résumé

b) Creative resume

c) Chronological résumé

d) Functional résumé

Aisha is in search of a good job for this purpose she is calling to the prospective

employers' unsolicited phone calls which is recognized as

A. Telesearch

B. E-mail campaign

C. Database service

D. None of the given options

When delivering bad news to a customer, which of the following should you do?

A. Apologize to the customer at least three times

B. Speak in a serious and straightforward manner as rapidly as possible

C. Focus on talking about solving the problem

D. Establish immediately where the fault for the problem lies

Which of the following is one of the tips on establishing a bond with your customer?

A. Provide service that is at least average or above

B. Give them the pickle

C. Show care and concern

D. Avoid ever allowing another customer to see how you treat the special customer

you have bonded with

Applying for a job is usually _____.

A. Stressful

B. Fun

C. A straightforward, step-by-step standardized procedure not sure

D. Easy

Which of the following is not a good tip for preparing for an interview?

A. Do your homework

B. Practice

C. Arrive on time

D. None of the above

Which one among the following is not a barrier to cross cultural relations?

A. Ethnocentrism

B. Intergroup Rather than Interpersonal Relationships

C. Stereotypes in Intergroup Relations

D. Applying Knowledge of Cultural Differences

Which of the following is not a characteristic of a good resume?

A. Easy-to-read

B. Well-organized

C. Hand-written

D. Accurat

To succeed in your career, you should not _____.

- A. Continue to learn new things
- B. Accept challenges
- C. Become a workaholic**
- D. Change jobs when necessary

Ahmad use essential strategy for cultivating his peers, to function as a

- A. Team player**
- B. Moderator
- C. Managers
- D. Interpreter