

**Solved by:**

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**Paper 1**

**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

**(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. These images are stereotype images.

**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

**In-group**

• 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 (page 20)**
- ▶ The difference between right and wrong

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**Page 1 of 35**

- ▶ When it is time to enhance self-esteem

People with a learning-goal orientation are more likely to seek feedback on how well they are performing.

**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)**

#### **Self-discipline and motivation**

Achieving goals and staying motivated requires self-discipline.

The ability to work systematically and progressively toward a goal until it is achieved. The components of the self-discipline are as follows:

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.
5. Use visual and sensory stimulation. Self-disciplined people form mental images of the act of accomplishing what they want.
6. Search for pleasure within the task. A self-disciplined person finds joy, excitement, and intense involvement in the task at hand (intrinsic motivation).
7. Compartmentalize spheres of life. Self-disciplined people have a remarkable capacity to divide up (compartmentalize) the various spheres of life to stay focused on what they are doing at the moment.
8. Minimize excuse making. Self-disciplined people concentrate their energies on goal accomplishment rather than making excuses for why work is not accomplished

**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)**

1. Formulate a mission statement related to your life.

**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

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A problem is a gap between what exists and what you want to have existed. Decision making to solve a problem means selecting one alternative from the various alternative solutions that can be pursued.

**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

**Decisiveness and Perfectionism** Being fearful of committing oneself to any course of action can impede decision making. Another impediment is perfectionism. The perfectionist keeps searching for more information before making a decision. The combination of being indecisive and a perfectionist can lead to unnecessary delays.

**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 (page 39)**
- ▶ Public communication

### **Process of communication**

Communication is the process of conveying the information and understanding of issues from one person to another. It is just like sharing the meanings with juniors, seniors or co-workers to get work done. Communication is a dynamic process through which managers or supervisors take action and do things.

**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

Downward communication can be defined as, "Information flowing from the top of the organizational management hierarchy and telling people in the organization what is important (mission) and what is valued (policies)."

**Downward Communication**

The most basic form of downward communication is giving subordinates orders and instructions to get work done: The management function of commanding. This can be done using a number of communication media.

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[http://www.google.com.pk/imgres?imgurl=http://www.rizwanashraf.com/wp-content/uploads/2008/02/image002.gif&imgrefurl=http://www.rizwanashraf.com/2008/02/04/business-communication-and-its-types/download-communication/&usq=\\_\\_7T6oWFEsLWKsrQISXrRCWqLlhWE=&h=205&w=372&sz=4&hl=en&start=0&zoom=1&tbnid=3BRU5P4irLjbaM:&tbnh=125&tbnw=226&ei=ZutMTc\\_VIszrrQeCj\\_jZBg&prev=/images%3Fq%3Ddownward%2Bcommunication%26um%3D1%26hl%3Den%26sa%3DX%26biw%3D1024%26bih%3D677%26tbs%3Disch:1&um=1&itbs=1&iact=hc&vpx=133&vpy=145&dur=313&hovh=164&hovw=297&tx=108&ty=85&oei=ZutMTc\\_VIszrrQeCj\\_jZBg&esq=1&page=1&ndsp=12&ved=1t:429.r:0.s:0](http://www.google.com.pk/imgres?imgurl=http://www.rizwanashraf.com/wp-content/uploads/2008/02/image002.gif&imgrefurl=http://www.rizwanashraf.com/2008/02/04/business-communication-and-its-types/download-communication/&usq=__7T6oWFEsLWKsrQISXrRCWqLlhWE=&h=205&w=372&sz=4&hl=en&start=0&zoom=1&tbnid=3BRU5P4irLjbaM:&tbnh=125&tbnw=226&ei=ZutMTc_VIszrrQeCj_jZBg&prev=/images%3Fq%3Ddownward%2Bcommunication%26um%3D1%26hl%3Den%26sa%3DX%26biw%3D1024%26bih%3D677%26tbs%3Disch:1&um=1&itbs=1&iact=hc&vpx=133&vpy=145&dur=313&hovh=164&hovw=297&tx=108&ty=85&oei=ZutMTc_VIszrrQeCj_jZBg&esq=1&page=1&ndsp=12&ved=1t:429.r:0.s:0)

**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

Self esteem is your opinion of yourself. High self esteem is a good opinion of yourself and low self esteem is a bad opinion of yourself.

The connection of high self esteem and individual peak performance is very clear. A key trait of high self esteem is a strong self awareness and acceptance of oneself. Individuals who truly understand their own strengths will ensure they are performing a role in which they are competent but also enjoy. This in turn leads those individuals to be peak performers in their chosen profession.

**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)**

**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
2. Leadership development programmes
3. Acquire broad experience
4. Modeling effective leaders
5. Self-development of leadership characteristics and behaviour
6. Practice a little leadership
7. Help your leader lead
8. Become an integrated human being

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

#### **Engage in Favorable Interaction with Your Manager**

A study of interactions between bank employees and their supervisors showed that trying to create a positive impression on the superior led to better 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)**

#### **Knowing Oneself**

The most important thing while planning a career is the knowledge of our strengths and weaknesses. These assessments may be helpful in knowing about ourselves.

**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)**

#### **Ten steps for choosing a career**

We can identify a career following these ten steps which is more compatible with our interest

1. Begin with your values
2. Identify your skills and talents
3. Identify your preferences
4. Experiment
5. Become broadly literate
6. In your first job, opt for experience first and money second
7. Aim for a job in which you can be committed
8. Build your life style around your income, not your expectations
9. Invest five percent of your income, energy, and money into furthering your career
10. Be willing to change and adapt

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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 (page 102 and 79)**
- ▶ Giving contacts

### **Networking (Contacts and Referrals)**

The most effective job-finding method is through personal contacts or networking. Networking helps the job seeker capitalize upon the insider system. Carrying business cards facilitates networking. Job seekers should keep their requests for assistance brief and pointed.

### **Developing your network skill**

Developing a network of contacts is the most favored approach to career advancement. People in your network can help you get promoted, solve problems, and can serve as customers and suppliers. A recommended approach to networking is to keep a list of at least 25 people whom you contact at least once a month, even by e-mail, SMS, or phone call. A substantial amount of social networking also takes place on the Internet. Cyber networking includes newsgroups, mailing lists, chat rooms, and e-mail.

**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

Proper physical rest contributes to mental alertness and improved ability to cope with frustration. Neglecting the normal need for rest and relaxation can lead to **workaholism**, an addiction to work in which not working is an uncomfortable experience.

**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)**

### **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.

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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 (page 96)**
- ▶ Vertical
- ▶ Lateral
- ▶ Straight up

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

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

Cyber networking includes which one of the following?

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

A recommended approach to networking is to keep a list of at least 25 people whom you contact at least once a month, even by e-mail, SMS, or phone call

**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

**Professional values**

Serving with competence, excellence, efficiency, objectivity and impartiality comes under professional values. Employees shall Endeavour to ensure the proper, effective and efficient use of organizational resources.

**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

An ethical decision requires deciding on what action or behaviour is right or wrong.

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

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

- ▶ Depression

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

A mentor is characterized with the ability of the future vision to guide and lead people towards the achievement of their goals and objectives.

**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

### **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.
7. Be helpful rather than defensive when a customer complains.
8. Invite the customer back.
9. Avoid rudeness.

In short, good customer service stems naturally from practicing good human relations

**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

### **Reasons for Non-return of Customers America Research**

• Indifferent attitude of an employee	68 percent
• Product dissatisfaction	14 percent
• Competition	09 percent
• Buying from a friend's establishment	05 percent
• Moved away	03 percent

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- Died 01 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

Extreme job hunting is any highly unusual, complicated tactic that involves a gimmick for finding a job

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

Interpersonal skills are more important than technical skills. How do you relate with others in an organization is very important. Emphasize on presenting true and accurate picture of your skills instead of pretending.

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

Two key elements of the plan are financial goals and a budget.

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

**2. Owning assets (equity investment)**

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

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

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

### People values

It should always be remembered that the thrust of human relations lies in the courtesy and respect. Demonstrating respect, fairness and courtesy in dealings with fellow workers is as important as other values.

**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)

### Coaching skills and techniques

Mentoring in the workplace is much talked about these days. How can we be a part of this process? Here are certain techniques and skills.

1. Provide specific (or **behavioral**) feedback. Giving feedback on technical and behavioral skills is necessary in the learning process.
2. Criticism may not be pinching and should be positive. Always offer constructive criticism. Negative criticism is harmful.
3. Encourage the person to speak. Share your strengths and weaknesses with your mentee. It will encourage him/her to communicate his/her thinking.
4. Ask useful and tough questions. Relevant questions about the problems and their solutions will develop the ability to think about the solutions of the problems.
5. Provide emotional support. Being friendly and supportive in learning process is very useful.
6. Provide constructive advice. Be a part of the others growth by giving a sincere piece of advice.
7. Use "could" rather than "should." Do not be authoritative, let others take decisions.
8. Interpret what is happening. If you are well informed and your interpretation proves to be right, you will develop trust among people.
9. Allow for modeling the desired performance. If others have better ideas, let them do it on their own way.

**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

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▶ 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

Moreover, if this synergy is created, your environment becomes supportive to achieve your goals and you become more successful and productive for yourself, for your family and for your organization and for your society at large

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

[http://www.marcbowles.com/courses/adv\\_dip/module3/chapter7/amc3\\_ch7five2.htm](http://www.marcbowles.com/courses/adv_dip/module3/chapter7/amc3_ch7five2.htm)

Subcultures are mini-cultures within an organisation, typically defined by department designations and geographical separation.

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)

**Develop a Solid Knowledge Base:**

A bedrock strategy for projecting self-confidence is to develop a base of knowledge that enables a person to provide sensible alternative solutions to problems

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

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▶ **Indifferent attitude of an employee (page 71)**

- ▶ Product dissatisfaction
- ▶ Role of rivalry forces

**Reasons for Non-return of Customers**

**American Research**

• Indifferent attitude of an employee	68 percent
• Product dissatisfaction	14 percent
• Competition	09 percent
• Buying from a friend's establishment	05 percent
• Moved away	03 percent
• Died	01 percent

**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

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

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.blurtit.com/q162315.html>

The other kind of blind ad is the one that is used by advertisers in classifieds. In order to contact the advertiser the individual will have to drop a letter at an anonymous post box number.

**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 (page 85)**
- ▶ Internal job market statements

Emphasize how your skills can benefit the employer. (Get in a **skills-benefit statement**, a brief explanation of how your skills can benefit the company.)

**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?

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- ▶ Phone interview
- ▶ Projection interview
- ▶ **Behavioral interview (page 85)**
- ▶ Communication interview

More emphasis is placed today on the behavioral interview in which a candidate is asked how he/she handled a particular problem in the past

**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.

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

Collectibles: Investment on Paintings, artifacts, 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.

**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

### **Your mind and Happiness**

Depression could be defined as an illness whose main symptom is extreme unhappiness. If you are happy you cannot be depressed. If you are suffering from depression always seek help and support from a doctor.

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.

Depression begins and lives in your mind. You are the one who is in charge of your mind and your thinking. You can become a more happier person by bringing changes in your attitude and behaviour.

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**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

### **Balance Theory of Attraction**

**Balance theory** states that people prefer relationships that are consistent or balanced. We are thus attracted to similar people because they reinforce our opinions and values. Moreover we are attracted towards those people who have the similar values and attitudes to avoid conflict. We feel more comfortable and like to be associated with the like minded persons for a smooth and happy relationship. It is natural phenomenon that people do not like to take psychological pressure or dissonance. Hence they tend to pick and choose the friends having similar characteristics.

**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

### **The key to happiness**

Keeping the spheres of life in harmony is one framework for achieving happiness. In addition, a wide range of opinion and research suggests eleven keys to happiness.

1. Give high priority to the pursuit of happiness.
2. Experience love and friendship, and value relations.
3. Develop a sense of self-esteem.
4. Work hard at what you enjoy and achieve the flow experience.
5. Appreciate the joys of day-to-day living.
6. Be fair, kind, helpful, and trusting of others.
7. Have recreational fun in your life.
8. Learn to cope with grief, disappointment, setbacks, and stress.
9. **Live with what you cannot change.**
10. Energize yourself through physical fitness.
11. Satisfy your most important values.
12. Lead a meaningful life.

**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

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- ▶ 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

Being only observers and showing no concern is a major cause of apathy.

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

**Professional values**

Serving with competence, excellence, efficiency, objectivity and impartiality comes under professional values. Employees shall Endeavour to ensure the proper, effective and efficient use of organizational resources.

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

**The quality of human relations improved when an individual follows:**

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

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► Procedures

**Ethics in Relationships**

Rules are made to improve the efficiency and productivity whereas ethics improve the quality of human relations.

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

**Tactics for Dealing with Difficult People**

1. Give ample feedback.
2. Criticize constructively.
3. Help the difficult person
4. Use tact and diplomacy.
5. Use non-hostile humour.
6. Reinforce civil behaviour and good moods.

**Paper 2**

**FINAL TERM PAPER**

**HRM611/MGMT611- Human Relations**

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

The characteristics of creative workers include:

- Knowledge
- Intellectual abilities
- Personality

All of the given options

**Characteristics of Creative Workers**

Following are the characteristics of the creative workers

1. Knowledge
2. Intellectual Abilities
3. Personality

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

A vision in leadership refers to:

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▶ **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

**Vision.** Effective leaders create a visual image of where the organization, or unit, is headed. Effective leaders project ideas and images that excite people, and therefore inspire employees to do their best.

**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**

**Developing leadership potential:**

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.

1. General education and specific training:
2. Leadership development programmes:
3. Acquire broad experience:
4. Modeling effective leaders:
5. Self-development of leadership characteristics and behaviour:
6. Practice a little leadership:
7. Help your leader lead:
8. Become 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

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**More steps to improve Cultural Relations:**

- . Be alert to cultural differences in customs and behavior.
- . Use straightforward language and speak slowly and clearly.
- . When the situation is appropriate, speak in the language of the people from another culture. If you speak a few words in the language of others it will leave a good impression on him/her
- . Observe cultural differences in manners/customs.
- . Be sensitive to differences in nonverbal communication. (The American thumb and finger symbol for “OK” is particularly hazardous.)
- . Do not be diverted by style, accent, grammar, or personal appearance.
- . Listen for understanding, not for agreement or disagreement.
- . Be attentive to individual differences in 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**
- ▶ Learn from your manager's mistakes
- ▶ Confront your manager about the problem
- ▶ Judge your manager cautiously and slowly

**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.

**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**

**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

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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
- ▶ Selling the most profitable items first

(Page 72) An employee whose thoughts and actions are geared toward helping customers has a **customer service orientation.**

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

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

- ▶ **Career counselor**
- ▶ Career planner
- ▶ Career analyst
- ▶ Mentor

**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**
- ▶ Aptitude test
- ▶ Interest test
- ▶ Achievement test

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

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**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**

#### **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
- ▶ Procrastination

#### **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**
- ▶ Vertical
- ▶ Lateral
- ▶ Straight up

#### **Career portability (components)**

**1. 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.

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

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

- ▶ **Action plan**

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- ▶ Target
- ▶ Mission
- ▶ Ambition

**Guidelines for Goal Setting:** An action plan is needed to achieve goals

**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

- Job search is a systematic way of finding a job that suits your circumstances and interests.
- Effort (No qismat, qismat is to explain the past, not the future)
- Match between nature of job and qualifications is important
- Match between employee and employer is important
- **Person-organization fit**

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

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

- ▶ Thinking
- ▶ Emotions
- ▶ **Self confidence**
- ▶ Stress

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

**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**
- ▶ Establish customer dissatisfaction goals

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- ▶ Place the company's needs first

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.

**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

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**
- ▶ Bill boards
- ▶ Ads

Company Websites are strongly recommended for job hunting.

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

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.

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

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

- ▶ **Resume**
- ▶ Testimonials
- ▶ Letter
- ▶ Cover letter

**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.

**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

**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.

Developing strong work ethic is closely related to establishing a mission and goals.

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

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

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

**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**

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

### **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.

**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**

- ▶ Luxuries
- ▶ Facilities
- ▶ Lavishness

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.

**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

### **Meeting the challenges of being a two-income family**

2. Deal with feelings of competitiveness. This feeling can harm the relationship.

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

According to research \_\_\_\_\_ is the second happiest country.

▶ **Germany**

- ▶ Denmark
- ▶ China
- ▶ England

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.**

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**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**
- ▶ Internet expert
- ▶ Internet user
- ▶ Internet fond

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.

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

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

- ▶ **Organizational effectiveness**
- ▶ 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

**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.

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**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

An impulse purchase or impulse buy is an unplanned or otherwise spontaneous purchase.  
[en.wikipedia.org/wiki/Impulse\\_buying](http://en.wikipedia.org/wiki/Impulse_buying)

An unplanned or shifted purchase  
[www.morethanjustsigns.com/glossary.htm](http://www.morethanjustsigns.com/glossary.htm)

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

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**

**Business 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

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- 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**

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

### **Balance Theory of Attraction**

**Balance theory** states that people prefer relationships that are consistent or balanced. We are thus attracted to similar people because they reinforce our opinions and values. Moreover we are attracted towards those people who have the similar values and attitudes to avoid conflict. We feel more comfortable and like to be associated with the like minded persons for a smooth and happy relationship. It is natural phenomenon that people do not like to take psychological pressure or dissonance. Hence they tend to pick and choose the friends having similar characteristics.

**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

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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

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.

## **Paper 3**

**FINAL TERM EXAMINATION**

**FALL 2007**

**MGMT611 - HUMAN RELATIONS (Session - 4)**

**Marks: 60 Time: 150min**

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**

Page 50) **Traits and Characteristics of Effective Leaders:**

1. Emotional Intelligence:
2. Trustworthiness:
3. Strong Work Motivation and High Energy:
4. Cognitive Skills and Openness to Experience:
5. Assertiveness
6. Charisma:
7. The Entrepreneurial Spirit:

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**Page 28 of 35**

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

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

▶ **Human**

- ▶ Interpersonal
- ▶ Organizational
- ▶ Social

Page 65) Human relations have become diverse due to the increasing personal and workplace complexities.

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

Self-confidence can be \_\_\_\_\_ and built on.

▶ Teach

▶ **Learned**

- ▶ Think
- ▶ None of the given options

Page 46) **Developing self-confidence:**  
Self-confidence really can be **learned** and built on.

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

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

▶ Individualistic

▶ **Collective**

▶ Materialistic

▶ Naturalistic

Collectivistic people are more concerned with the organization or the work group than with themselves.

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

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

▶ Manager

▶ Worker

▶ **Citizen**

▶ Customer

Page 65) The good organizational citizen goes "above and beyond the call of duty."

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

Norms are the major components of \_\_\_\_\_ culture.

► **Organizational**

- Manager
- Communication
- Group

Page 69) Norms are a major part of the organizational culture, or values and beliefs of the firm that guide people's actions.

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

Zaheer send \_\_\_\_\_ resume to a multinational company which describes how he organizes skills and accomplishments into the function performed.

► **Functional**

- Targeted
- Creative
- Gimmickry

**Major types of resumes**

Writing a resume is an art. It is written in various types and forms. Some of its popular forms are:

The **chronological résumé** presents facts in reverse chronological order

The **functional résumé** organizes skills and accomplishments into the function performed.

The **targeted résumé** focuses on a specific job target and only presents information relevant to that target.

The **creative resume** presents skills in a creative form

The **gimmickry resume** is also to get the attention of the prospective employer.

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**
- 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.

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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**

**Time-management techniques**

- A. Clean Up and Get Organized
- B. Plan Your Activities
- C. Get off to a Good Start
- D. Make Good Use of Office Technology
- E. Concentrate on One Key Task at a Time
- F. Work at a Steady Pace
- G. Create Some Quiet, Uninterrupted Time
- H. Streamline Your Work and Emphasize Important Tasks
- I. Make Use of Bits of 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**
- ▶ Carrying out the budget
- ▶ Evaluating the budget

**Page 105) Steps in budget making**

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

- Establishing goals
- Estimating income
- Estimating expenses
- Comparing expenses and income
- Carrying out the budget
- Evaluating the Plan

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

**Prophet Muhammad (PBUH) was a born leader, it is an example of \_\_\_\_\_ theory.**

- ▶ Contingency
- ▶ Trait

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▶ Social

▶ **Bigman**

**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**

▶ Need

▶ Trait

**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. One explanation of these findings is that the feeling of being taken advantage of corrodes a relationship. It is also disturbing to feel that you are taking advantage of your partner.

**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**

▶ 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?

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- ▶ Team building
- ▶ Problem solving
- ▶ **Coaching**
- ▶ Training

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

**Lending money and owning assets are the two basic types of \_\_\_\_\_.**

▶ **Investment**

- ▶ Debt
- ▶ Budget
- ▶ None of the given options

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: 16 ( Marks: 1 )**

Afshan has assets that can be converted to cash relatively quickly, it is known as \_\_\_\_\_.

**Answer: Liquid assets**

Page 111) It is best to include mostly **liquid assets**—those that can be converted to cash relatively quickly.

**Question No: 17 ( Marks: 1 )**

\_\_\_\_\_ developed the concept of 'nurturant task leader' in 1980.

**Answer: Sinha**

Page 128) **Sinha (1980) developed the concept of 'nurturant task leader'**, he describes it as ...a nurturant and benevolent guide who cares for his subordinates and takes a personal interest in their well being and growth.

**Question No: 18 ( Marks: 1 )**

Parents, friends and relatives are examples of \_\_\_\_\_ group.

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### Primary groups

- Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.
- Expressive needs intimacy, companionship and emotional support, provided by primary groups.

### In-group

- 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 in-groups include family members, people of the same race or religion.

Question No: 19 ( Marks: 1 )

The primary principle for effective time management is \_\_\_\_\_.

Answer: **Planning**

### 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.

Question No: 20 ( Marks: 1 )

Fahad focuses on a specific job target and only presents information relevant to that target in his resume he submitted \_\_\_\_\_ resume for job.

Answer: **Targeted**

The **targeted résumé** focuses on a specific job target and only presents information relevant to that target.

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

Company Websites are strongly recommended for job hunting.

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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

<http://beginnersinvest.about.com/od/investstrategiesstyles/a/aa081906a.htm>

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

A study of interactions between bank employees and their supervisors showed that trying to create a positive impression on the superior led to better performance ratings.

**BEST OF LUCK TO ALL HRM STUDENTS**

***Good luck for the final-term exams!!!***

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**Page 35 of 35**