



SIR ARTHUR LEWIS COMMUNITY COLLEGE
ACADEMIC YEAR (2024/2025) - SEMESTER TWO
END OF SEMESTER EXAMINATION
ALTERNATE

COURSE CODE : MGT108
COURSE TITLE : Human Relations for the Workplace (Alternate)
LECTURER(S) : Miland Francis, Ernest Ottley
DATE :
TIME :
DURATION : 1.5 hours
STUDENT ID # : _____

GENERAL INFORMATION AND INSTRUCTIONS

- Students must sign **IN** and **OUT** on the examination class list.
- Write your ID number on the question paper.
- This paper contains TWO sections. You are required to answer all questions in BOTH sections.

Section I: 25 Multiple-Choice Questions (25 marks)

Section II: Short Answer Questions (25 marks)

Do not write on the question paper. Place bags and other personal items in the designated area and cell phones should be turned off and put away during the exam.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

SECTION 1: Multiple Choice

Instruction: Answer all questions in this section by writing the letter that represents the best answer on the answer sheets provided.

1. Phillis has developed an exaggerated level of self-esteem, a situation that may result in her being:
 - A. Narcissistic
 - B. Low in self-confidence
 - C. Unable to accept compliments well
 - D. Negligent about her physical appearance
2. A key source of self-confidence is:
 - A. Comparing one's present performance to past failures
 - B. Actual experience or things a person has done
 - C. Observations of public figures
 - D. Tweets one receives from family and friends
3. Which is not an example of an intrinsic value?
 - A. Happiness
 - B. Love
 - C. Education
 - D. Respect
4. Wanting to spend time with family, having money and fun are all examples of:
 - A. Attitudes
 - B. Interests
 - C. Ideas
 - D. Values
5. A system of shared beliefs and values that develops within the firm and guides the behavior of its members is called:
 - A. Attitude
 - B. structure
 - C. Policies
 - D. Culture
6. The main aim of Taylor's Scientific Management Theory is to:
 - A. Improve productivity
 - B. Improve labor relations
 - C. Attempt a general theory of Management
 - D. None of the above
7. Which is an example of appropriate self-disclosure in the workplace?
 - A. Discussing your weekend plans with a colleague
 - B. Sharing intimate personal details with your manager
 - C. Revealing confidential company information
 - D. Criticizing another coworker's performance
8. Which of the following is a common organizational barrier to communication?
 - A. Friendly relationships among team members
 - B. Clear hierarchy of authority
 - C. Lack of clear policies and procedures
 - D. Effective use of technology
9. The listener aims to understand the other person's feelings in:
 - A. Empathetic listening
 - B. Active listening
 - C. Critical listening
 - D. Passive listening

10. Which of the following is not a characteristic of grapevine communication?
 - A. Fast dissemination of information
 - B. High level of informality
 - C. Always accurate and reliable information
 - D. Can influence the morale of the organization
11. What is organizational ethics?
 - A. Rules for managing finances
 - B. Guideline for moral principles and values in decision making
 - C. Strategies for increasing profits
 - D. Policies about dress codes in the workplace
12. Which of the following is not a characteristic of professional presence?
 - A. Effective communication skills
 - B. Confident body language
 - C. Missed deadlines and procrastination
 - D. A polished and appropriate appearance
13. If you receive a work-related email, when is it considered appropriate to respond?
 - A. Immediately, no matter the time of day
 - B. Within 24 to 48 hours during business hours
 - C. Only during the next team meeting
 - D. Whenever you feel like
14. A self-managed team is unique because:
 - A. They require constant supervision by a manager
 - B. They have the autonomy to make decisions and manage their work
 - C. They are temporary and disband after the task is completed
 - D. They work only on short term projects
15. Which theory emphasizes matching leadership style with the situation for best results?
 - A. Ohio State Studies
 - B. Situational Leadership Model
 - C. The Leadership Grid
 - D. Goal Setting Theory
16. Why is it important to understand diversity in the workplace?
 - A. To encourage groupthink
 - B. To ensure everyone shares the same perspective
 - C. To foster inclusion and creativity
 - D. To minimize individuality
17. What is the key difference between primary and secondary dimensions of diversity?
 - A. Primary dimensions can change over time, secondary dimensions cannot
 - B. Primary dimensions are less visible, secondary dimensions are always visible
 - C. Primary dimensions are innate and unchangeable, secondary dimensions are more fluid
 - D. There is no difference
18. Which of the following best illustrates embracing diversity in a team?
 - A. Avoiding cultural conversations to maintain harmony
 - B. Encouraging stereotypes to make judgments easier
 - C. Leveraging diverse perspectives to solve problems
 - D. Forcing everyone to conform to one way of thinking
19. Which of these can best help with adjusting your attitude in difficult situations?
 - A. Focusing only on problems
 - B. Engaging in gratitude practices
 - C. Reacting emotionally without reflection
 - D. Avoiding taking action

20. What does the phrase "fake it till you make it" often imply in the context of attitude adjustment?
 - A. Pretending without taking action
 - B. Adopting a positive attitude until it becomes genuine
 - C. Ignoring difficult emotions permanently
 - D. Relying on others to solve issues for you
21. Which of the following demonstrates a mindset ready for attitude adjustment?
 - A. Resisting new ideas and feedback
 - B. Viewing failure as a learning opportunity
 - C. Always staying in your comfort zone
 - D. Denying the impact of your attitude
22. What is sexual harassment in the workplace?
 - A. Friendly banter among colleagues
 - B. Unwelcome behavior of a sexual nature that creates a hostile work environment
 - C. Mutual consent between employees
 - D. A misunderstanding of workplace policies
23. Which of the following is an example of sexual harassment?
 - A. Offering constructive feedback on work performance
 - B. Making unwelcome sexual comments or jokes
 - C. Discussing work-related matters in private
 - D. Asking for professional advice
24. What is the main assumption of Theory X about employees?
 - A. Employees are self-motivated and enjoy taking responsibility
 - B. Employees inherently dislike work and must be closely supervised
 - C. Employees are naturally inclined to leadership roles
 - D. Employees prefer unstructured environments
25. What does Theory Y suggest about employee motivation?
 - A. Motivation comes only from external rewards
 - B. Employees are motivated by fear of punishment
 - C. Employees are intrinsically motivated and seek personal growth
 - D. Motivation does not impact productivity

SECTION II

Instruction: Answer all questions in this section

(25 marks)

1.
 - A. Explain two benefits of 'professionalism' to the workplace (2 marks)
 - B. Provide four guidelines for office etiquette. (4 marks)
 - C. How would you differentiate between primary and secondary dimensions of Cultural diversity? Provide one example of each. (4 marks)

2. In a tech company, two team members, Casey and Morgan, are assigned to collaborate on developing a new software feature. Casey is the lead developer and prefers to work independently, while Morgan is a project manager who believes in constant communication and collaboration. Casey frequently works late into the night and makes significant progress but does not update Morgan on the changes. Morgan, frustrated by the lack of communication, schedules frequent meetings to stay updated, disrupting Casey's workflow. This ongoing tension leads to frequent arguments and a lack of trust between them.
 - A. List two other potential negative outcomes that could result from the above situation (2 marks)
 - B. What can Casey and Morgan do differently to achieve more positive results between them? Explain two of them. (4 marks)
 - C. State the conflict management style in the case above. Why do you think so? (3 marks)
 - D. As their manager, explain two measures you would take to solve the problems between them. (4 marks)
 - E. Explain the relationship between emotional intelligence and conflict management. (2 marks)

END OF EXAMINATION