



SIR ARTHUR LEWIS COMMUNITY COLLEGE
ACADEMIC YEAR (2024/2025) – SEMESTER ONE
END OF SEMESTER EXAMINATION
FINAL

COURSE CODE : MGT108
COURSE TITLE : Human Relations for the Workplace
LECTURER(S) : Miland Francis, Ernest Ottley
DATE : DECEMBER 10, 2024
TIME : 1 p.m.
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 three sections. You are required to answer all questions in all sections.

Section I: 15 Multiple-Choice Questions (15 marks)

Section II: Case Study (15 marks)

Section III: Short Answer Questions (20 marks)

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 – Choose the letter A, B, C or D that carries the best response and write it on the foolscap paper provided.

1. Which of the following best describes an attitude?
 - A. An instinctive response to a situation
 - B. A learned predisposition to respond in a consistent way
 - C. A momentary feeling or sensation
 - D. A physical reaction to something
2. What is self-esteem?
 - A. A measure of how much we value and respect ourselves
 - B. Our ability to interact effectively with others
 - C. The number of achievements we have accomplished
 - D. How others perceive us in social situations
3. How do personal values influence behavior at work?
 - A. They determine our physical health
 - B. They guide our decisions and actions
 - C. They affect our genetic makeup
 - D. They have no impact on professional conduct
4. Which factor is most likely to change an individual's attitude?
 - A. Random chance
 - B. Genetic predisposition
 - C. Physical appearance
 - D. new information or experiences
5. Which of the following activities can help build self-esteem?
 - A. Ignoring personal achievements
 - B. Avoiding challenges and staying in comfort zones
 - C. Setting and achieving personal goals
 - D. Comparing oneself to others constantly
6. Which statement best describes conflict of interest?
 - A. A situation where personal interests could influence professional decisions
 - B. Disagreement between two colleagues
 - C. A scenario where an employee refuses to follow company policies
 - D. A situation where an employee is unable to make a decision
7. What is the purpose of a code of ethics in an organization?
 - A. To provide guidelines for ethical behavior and decision-making
 - B. To increase the workload of employees
 - C. To replace company policies
 - D. To limit employee's freedom
8. Which of the following is an example of professional conduct?
 - A. Sharing confidential information with friends
 - B. Taking credit for someone else's work
 - C. Treating colleagues with respect and fairness
 - D. Ignoring company policies
9. Why is effective time management important for reducing stress?
 - A. It allows for more time to procrastinate
 - B. It helps prioritize tasks and reduce feelings of being overwhelmed
 - C. It increases the amount of work one needs to complete
 - D. It has no impact on stress levels
10. Which of the following workplace initiatives can help reduce stress among employees?
 - A. Ignoring employee feedback and concerns
 - B. Offering flexible work schedules and Wellness programs
 - C. Increasing work hours without additional breaks
 - D. Implementing strict and punitive policies

11. Which of the following is an example of a task-related conflict?
- A. Disagreement over personal values
 - B. Conflict over work schedules
 - C. Different opinions on how to complete a project
 - D. Personal dislike between coworkers
12. Which statement best describes cultural diversity in the workplace?
- A. Similar backgrounds and experiences among employees
 - B. The presence of various cultural groups and perspectives
 - C. Uniformity in cultural practices and beliefs
 - D. The absence of cultural influences
13. Which of the following is considered a hygiene factor in Herzberg's two-factor theory?
- A. Achievement
 - B. Recognition
 - C. Responsibility
 - D. Working conditions
14. Which of the following best describes Frederick Taylor's scientific management theory?
- A. Focus on motivating employees through financial incentives and job satisfaction
 - B. An emphasis on the importance of social interactions and teamwork in the workplace
 - C. A strategy for promoting innovation and creativity among employees
 - D. A method of optimizing efficiency and productivity through scientific analysis of work processes
15. What is the primary focus of Elton Mayo's human relations theory?
- A. Increasing employee output through strict supervision and control
 - B. Maximizing profits through financial incentives
 - C. Developing technical skills for better job performance
 - D. Understanding the impact of social relationships and worker well-being on productivity

TOTAL 15 MARKS

SECTION II: CASE STUDY

Read the case below and answer ALL the questions that follow

Revitalizing Employee Motivation at Bee Solutions

Bee Solutions is a rapidly growing company in the customer service sector that prides itself on innovation and sustainability. Recently, management observed a decline in employee motivation in the marketing department. Employees reported feeling overwhelmed and underappreciated, the workplace lacks opportunities for engagement with coworkers. Serah, the HR Manager, has the responsibility to address these motivational issues. She decides to conduct a survey to identify the root causes and gather feedback from employees. The survey revealed that employees feel their efforts are not acknowledged or rewarded adequately. Many of them report high stress levels and difficulty maintaining a healthy work-life balance. There is perceived lack of opportunities for career growth and professional development. Some staff feel that their work lacks meaning and purpose, leading to a decline in intrinsic motivation. They don't have access to comfortable furniture and lack the basic resources required to get work done. Recently, they have experienced increased anxiety due to regular thefts on the premises.

Questions

- a. Explain how Maslow's Hierarchy of Needs Theory can be used to understand the motivational issues at Bee Solutions (5 marks)
- b. Provide three recommendations for addressing these workplace issues (3 marks)
- c. Define the term 'work-life balance'. Suggest three specific actions that can be taken by managers to enhance the work-life balance of employees at Bee Solutions (5 marks)
- d. List four issues in human relations present in the case (2 marks)

TOTAL 15 MARKS

SECTION III: Answer ALL questions in this section

1. Define 'workplace ethics' and **explain** two reasons why it is important to the workplace (5 marks)
2. What three steps can managers take to promote an ethical workplace culture? (3 marks)
3. Provide an example of a conflict management style and state one advantage and one disadvantage (3 marks)
4. **Explain** two strategies for resolving conflicts between coworkers (4 marks)
5. Suggest three ways in which managers can promote cultural diversity in the workplace (3 marks)
6. Explain the importance of maintaining a professional appearance at work (2 marks)

TOTAL 20 MARKS

END OF EXAMINATION