



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

COURSE CODE : MGT108
COURSE TITLE : Human Relations for the Workplace (FINAL)
LECTURER(S) : Miland Francis, Ernest Ottley
DATE : April 30, 2025
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 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 I: Multiple Choice

Instruction: Answer all questions in this section by writing the letter that represents the best answer on the answer sheets provided. (25 marks)

1. Positive attitudes towards the self are more likely to result in high job performance when these attitudes are combined with:
A. Low self-confidence
B. A strong desire to win over others
C. Strong narcissistic tendencies
D. Concern for the welfare of others
2. Ashley, a pet food Brand Manager, displays self-efficacy when she says:
A. I feel good about myself today
B. I am certain we will get our new line of bird feed into the Zoo
C. Should we really be selling feed to the Zoo now?
D. I am going to let someone else do this task
3. Dawn's goal was to get all A's on her report card at the end of the quarter. She got all A's eventually. She was happy that she accomplished her goal. Which value is this scenario an example of?
A. Sportsmanship
B. Curiosity
C. Achievement
D. Good manners
4. Being positive, keeping an open mind and seeing the good in a bad situation are:
A. Attitudes
B. Interests
C. values
D. Things
5. Organization culture refers to:
A. A set of beliefs, values, attitudes, shared by all members of the organization
B. The ways in which firms are managed
C. The power structure and organization structure of the organization
D. The nature of the business
6. What does Taylor's Scientific Management Theory emphasize?
A. Money
B. Efficiency
C. Employee's needs
D. Power
7. Which of the following is not an example of self-disclosure?
A. Sharing your hobbies with a friend
B. Telling your coworker about your childhood
C. Asking someone about their opinion
D. Explaining your emotions to a partner
8. Which of the following is an example of a semantic barrier to communication?
A. Using technical jargon that the audience does not understand
B. Poor internet connection during a video call
C. Avoiding eye contact during a conversation
D. Noisy construction site interfering with a discussion

9. What is the main goal of critical listening?
 - A. To judge and evaluate the validity of a message
 - B. To respond without understanding the message
 - C. To agree with everything the speaker says
 - D. To simply hear the message
10. What is an example of grapevine communication in the workplace?
 - A. An email sent by the CEO to all employees
 - B. A team leader delivering a formal presentation
 - C. Employees discussing upcoming company changes in the cafeteria
 - D. A staff meeting to announce policy changes
11. What is whistle blowing?
 - A. Reporting unethical or illegal practices within an organization
 - B. Organizing team building activities
 - C. Refusing to follow company policies
 - D. Gossiping about colleagues
12. What is an example of using surface language to enhance professional presence?
 - A. Speaking informally in a meeting
 - B. Dressing appropriately for the workplace
 - C. Displaying lack of confidence
 - D. Ignoring nonverbal cues during a presentation
13. Which of the following best describes the 'business casual look'?
 - A. Wearing dressy business clothing
 - B. Jeans and t-shirts for work
 - C. Net and professional dress-down clothing
 - D. Wearing a tailored grey suit, white shirt, and tie
14. Which type of team is cross-functional?
 - A. A marketing team working on a new campaign
 - B. A group of software developers fixing bugs in a program
 - C. A project team including members from marketing, finance and Sales department
 - D. A team of customer service representatives handling inquiries
15. A virtual team is characterized by:
 - A. Members working in the same office space
 - B. Members working on different shifts in the same location
 - C. Members collaborating from different geographic locations
 - D. Members belonging to the same department
16. What is meant by "dimensions of diversity"?
 - A. Cultural aspects only
 - B. Physical traits only
 - C. A broad range of characteristics that make individuals unique
 - D. Economic status only
17. Which of the following is considered a primary dimension of diversity?
 - A. Age
 - B. Education level
 - C. Work experience
 - D. Political beliefs
18. Which of these is an example of a secondary dimension of diversity?
 - A. Gender
 - B. Religion
 - C. Race
 - D. Physical ability

19. What is attitude adjustment?
 - A. Changing your physical habits
 - B. Modifying your perspective or mindset
 - C. Ignoring negative emotions
 - D. Reacting impulsively to situations
20. Which of the following is a key step in adjusting your attitude?
 - A. Ignoring feedback
 - B. Practicing self-awareness
 - C. Blaming others for setbacks
 - D. Avoiding challenges altogether
21. What is one common benefit of a positive attitude adjustment?
 - A. Increased conflicts in relationships
 - B. Greater stress levels
 - C. Improved problem-solving skills
 - D. Decreased motivation
22. What does the term "attitude" typically refer to in psychology?
 - A. A temporary emotion or feeling
 - B. A long-term goal or ambition
 - C. A person's thoughts, feelings, and behaviors toward something
 - D. An individual's level of intelligence
23. Which of the following is an example of a positive attitude?
 - A. Viewing challenges as opportunities for growth
 - B. Avoiding new experiences to stay comfortable
 - C. Criticizing others for their mistakes
 - D. Complaining about circumstances without taking action
24. What is the primary responsibility of employers regarding sexual harassment?
 - A. Ignoring complaints to avoid conflict
 - B. Ensuring a safe and respectful workplace free from harassment
 - C. Encouraging employees to resolve issues on their own
 - D. Limiting communication among employees
25. Which of the following actions can help prevent sexual harassment in the workplace?
 - A. Providing regular training on harassment policies
 - B. Avoiding discussions about workplace behavior
 - C. Ignoring complaints to maintain harmony
 - D. Restricting employee interactions

SECTION II:

Instruction: Answer all questions in this section

(25 marks)

1.
 - A. Suggest two measures that supervisors can take to manage work stress for employees in the workplace? (2 marks)
 - B. Provide four guidelines for meeting etiquette in the workplace. (4 marks)
 - C. How would you differentiate between assertive and aggressive behavior? Provide one example of each in a workplace setting. (4 marks)
2. Two employees, Alex and Jordan, are working on a project together. Alex is very detail-oriented and insists on thorough planning and review before taking any action. Jordan, on the other hand, prefers a more flexible and spontaneous approach, believing that too much planning slows down progress. This difference in work styles leads to frequent disagreements and tension between them.
 - A. Suggest the **most appropriate** conflict management style for this scenario. State two reasons why you think it is the most effective approach. (3 marks)
 - B. Consider the conflict style that you recommend. Explain how it should be executed. (2 marks)
 - C. Explain one potential benefit and drawback of this conflict management style. (4 marks)
 - D. Suggest two factors in general that have the potential to affect the conflict style chosen by Alex or Jordan, and state how each factor can affect the style chosen. (4 marks)
 - E. Discuss the relationship between workplace conflict and employee stress. (2 marks)

END OF EXAMINATION