

# Past Papers

---

## MGMT611 (HRM611)

(Group is not responsible for any solved content)

---

### How to Get Membership of Groups Emails

Send Email to [vu-experts+subscribe@googlegroups.com](mailto:vu-experts+subscribe@googlegroups.com)

OR

Send Email to [vu\\_experts+subscribe@googlegroups.com](mailto:vu_experts+subscribe@googlegroups.com)

OR

Send Email to [weblyceum+subscribe@googlegroups.com](mailto:weblyceum+subscribe@googlegroups.com)

---

### In Case of any Problem Contact Administrators

Hassan Zobeen ([support@weblyceum.com](mailto:support@weblyceum.com))

Bilal Farooq ([admin.bilal@weblyceum.com](mailto:admin.bilal@weblyceum.com))

Group Link: <https://groups.google.com/group/vu-experts>

## PAPER 1

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

Which one of the following is the process of focusing on the stimuli that are important, large and intense?

- ▶ Retrieve information
- ▶ Positive reinforcement
- ▶ **Overt perception**
- ▶ Perceptual selection

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

All are the characteristics of the group EXCEPT:

- ▶ Share common goals
- ▶ **One sided interaction**
- ▶ Belonging to the group
- ▶ Define themselves as members

**Page 12) Characteristics of Groups**

**The following statements are characteristics of the groups.**

- Its members share common goals.**
- They engage in frequent interaction.**
- They define themselves as members.**
- They are defined by others as belonging to the group.**
- They feel the group to be rewarding**

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

People of a religious sect, neighborhood, same caste and same profession are members of:

- ▶ **In group**
- ▶ Out group
- ▶ Emergent group
- ▶ Secondary group

**Page 13) 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: 4 ( Marks: 1 ) - Please choose one

A good contributor to positive attitudes is:

- ▶ Pessimism
- ▶ **Optimism**
- ▶ Being a millionaire
- ▶ Low job satisfaction

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

According to the need theory of motivation, unsatisfied needs motivate us until they:

- ▶ **Become satisfied**
- ▶ Become frustrated



Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Lead to working hard
- ▶ Lead to self-esteem

**Page 19) Personal needs and wants motivate people until these are satisfied**

Question No: 6 ( 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**
- ▶ The difference between right and wrong
- ▶ When it is time to enhance self-esteem

**Page 54) Give Frequent Feedback on Performance:**

**Feedback is informational and rewarding. Effective leaders inform employees how they can improve and praise them for things done right. Feedback is an informal kind of reward which encourages the employees or workers.**

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

A person who develops a strong work ethic will automatically:

- ▶ **Be strongly motivated**
- ▶ Be qualified for a supervisory position
- ▶ Behave in a highly ethical manner
- ▶ Develop a learning-goal orientation

**Develop a strong work ethic: If you are committed to the idea that most work is valuable and**

**that it is joyful to work hard, you will automatically become strongly motivated.**

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

People most likely to be creative when they are motivated primarily by the:

- ▶ Potential financial reward for being creative
- ▶ Satisfaction and challenge of the work itself
- ▶ **Fear of job loss for not being creative**
- ▶ Opportunity to obtain creative idea

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

Intrinsic motivation contributes to creativity because it:

- ▶ **Satisfies the need for recognition and other awards**
- ▶ Helps the problem-solver conform to the right way of thinking
- ▶ Provides the facts needed for creativity
- ▶ Enables the problem-solver to streamline the task

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

All of the following are examples of self defeating behaviors EXCEPT:

- ▶ Fear of intimacy
- ▶ Fear of rejection
- ▶ Losing temper
- ▶ **Proactive**

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

A person can get benefit from criticism to overcome self defeating attitude by:

- ▶ **See yourself at a distance**

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Ask for clarification and specifics
- ▶ Decide on a response
- ▶ All of the given options

Question No: 12 ( Marks: 1 ) - Please choose one

Unwanted behaviors between males and females at workplaces defined as:

- ▶ **Gender-based harassment**
- ▶ Gender discrimination
- ▶ Gender bias
- ▶ Harassment

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

Conflict at work place and family can reduce through all of the following EXCEPT:

- ▶ Flexible work schedules
- ▶ Dependent-care programs
- ▶ Compassionate attitudes toward individual needs
- ▶ **Conservative attitude**

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

When working to achieve a win-win solution to a conflict, it is most effective to use:

- ▶ Competition
- ▶ Confrontation and problem solving
- ▶ **Compromise**
- ▶ Forcing

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

The most recommended way of resolving conflict is \_\_\_\_\_ and problem-solving.

- ▶ Confrontation
- ▶ Competition
- ▶ Forcing
- ▶ **Compromise**

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

All of the following are barriers to effective communication EXCEPT:

- ▶ **Feedback**
- ▶ One-way communication
- ▶ Different interpretation of words
- ▶ Mixed signal from sender

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

All of the following are suggestions for improving your listening skills EXCEPT:

- ▶ sympathize with the speaker
- ▶ **empathize with the speaker**
- ▶ Maintain eye contact with the speaker
- ▶ Paraphrase the speaker

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

The flow of information with people on the same level in an organizational hierarchy called:

- ▶ Vertical communication
- ▶ **Horizontal communication**
- ▶ Grapevine communication
- ▶ Network communication



Group Link: <https://groups.google.com/group/vu-experts>

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

Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:

- ▶ Musical intelligence
- ▶ **Choosing easy projects to avoid conflict**
- ▶ Delegating
- ▶ Relationship management

Question No: 20 ( Marks: 1 ) - Please choose one

A manager who shows consistency between his or her words and actions develops a reputation for:

- ▶ Self-confidence
- ▶ Walk the talk
- ▶ **Emotional intelligence**
- ▶ High energy

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

A typical act of a servant leader should be to:

- ▶ Work for a salary no higher than that of group members
- ▶ Expect group members to act like his or her personal servant
- ▶ **Ask group members what they want to achieve**
- ▶ Volunteer to do custodial work for the department

**Page 54) Be a Servant Leader:**

**A humanitarian approach to leadership is to be a servant leader, one who serves group members by**

**working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.**

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

The number of hours of vacation the members of a cultural group think is reflected in:

- ▶ **Work orientation versus leisure orientation**
- ▶ High context versus low-context culture
- ▶ Formality versus informality
- ▶ Urgent time orientation versus casual time orientatio

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

Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:

- ▶ Which hours and days people are willing to work
- ▶ Which gender a person is willing to work with
- ▶ Whether or not a person will accept a salary increase
- ▶ **Whether employees demand a place of worship on company premises**

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

Assume that you want to start a good working relationship with a person from a high-context culture, which of the following would be an effective strategy?

- ▶ Use nonverbal communication channels and body language extensively to communicate
- ▶ **Provide written communication so that your proposal is formally presented**



Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Don't be concerned about building a relationship
- ▶ Be very conscious of time, rush to get started

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

A person with a strong work ethics:

- ▶ **Has a firm belief in the dignity and value of work**
- ▶ Will generally be willing to work for low wages
- ▶ Is more ethical on the job than at home
- ▶ Prefers being ethical to working hard

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

A performance standard is a statement of what:

- ▶ You hope to accomplish on the job
- ▶ **Constitutes acceptable performance**
- ▶ You must do to get a raise
- ▶ The worker must do to retain a job

**Page 65) A performance standard is a statement of what constitutes acceptable Performance**

Question No: 27 ( 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**

Question No: 28 ( Marks: 1 ) - Please choose one

Which of the following is suggested way of being a team player?

- ▶ Maintain honest and open relationships
- ▶ **Follow the golden rule**
- ▶ Make other people feel important
- ▶ The entire above are suggested ways

**Page 68) Be a Team Player**

**When you are working with people then show team spirit. An essential strategy for cultivating peers is to**

**function as a team player by such means as:**

- 1. Share credit with co-workers.**
- 2. Display a helpful, cooperative attitude.**
- 3. To establish trust, keep confidential information private and give honest opinions.**
- 4. Share information and opinions with co-workers.**



Group Link: <https://groups.google.com/group/vu-experts>

5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory

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

An employee who wants to be a good team player should:

- ▶ Avoid giving information and opinions to others
- ▶ Avoid asking for favors from other team members
- ▶ Keep jokes to himself or herself
- ▶ **Provide emotional support to group members**

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory

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

All of the following are behaviors and skills of effective leaders EXCEPT:

- ▶ Practicing strong ethics
- ▶ **Setting medium expectations for employees**
- ▶ Developing partnerships with people
- ▶ Asking the right questions

Question No: 31 ( Marks: 1 ) - Please choose one

The experience of feeling competent to cope with the basic challenges in life and being worthy of happiness is known as:

- ▶ **Self-esteem**
- ▶ Arrogance
- ▶ Wishful thinking
- ▶ Self efficacy



Group Link: <https://groups.google.com/group/vu-experts>

Question No: 32 ( Marks: 1 ) - Please choose one

Self-respect is another component of self-esteem. This refers to how you think and feel about yourself. A person with high self-esteem would also have high self-respect and could be expected to exhibit which of the following behaviors?

- ▶ **Become highly self absorbed with personal matters**
- ▶ Focus on the needs of others
- ▶ Stay in relationships where they are mentally or physically abused
- ▶ Beg others for things that could be obtained from their own efforts

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

We know that the communication cycle completes only when the \_\_\_\_\_ step has been taken.

- ▶ **Action**
- ▶ Decoding
- ▶ Ideation
- ▶ Encoding

Question No: 34 ( Marks: 1 ) - Please choose one

While setting a goal, a person with high self-efficacy is likely to:

- ▶ Avoid goal setting
- ▶ Set very low goals
- ▶ **Think that more goals are realistic**
- ▶ Think that fewer goals are realistic

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

Robina has the ability to find relevant information, to find connections between the old and the new to see the “big picture.” Robina has:

- ▶ Problems
- ▶ A strong personality
- ▶ **Insight**
- ▶ A lack of concern for details

Question No: 36 ( Marks: 1 ) - Please choose one

A person is communicating about himself or herself in public, he/she is showing:

- ▶ Self-concept
- ▶ Perceived self
- ▶ Private self
- ▶ **Projected self**

**Page 01) 2. Projected Self: What the person would like to project in public.**

Question No: 37 ( Marks: 1 ) - Please choose one

Which type of personality is commonly associated with stress?

- ▶ Type A
- ▶ **Type B**





Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Inner directed
- ▶ Traditional

## 2. Type B

**The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today.**

Question No: 38 ( Marks: 1 ) - Please choose one

Ali was working in a technical department; his manager transferred him to purchase department on better package for enhancing profitability of the organization due to his hard work. It shows what kind of situation?

- ▶ Lose-lose
- ▶ **Win-win**
- ▶ Lose-win
- ▶ Win-lose

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

Ali, supervisor of assembly line, receives an order from the production manager. This is an example of:

- ▶ Informal communication
- ▶ **Downward communication**
- ▶ Lateral communication
- ▶ Circular communication

Question No: 40 ( Marks: 1 ) - Please choose one

Bouncing back from setbacks and embarrassment is often referred as:

- ▶ **Resilience**
- ▶ Jumping
- ▶ Helping
- ▶ Driving

**Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient.**

## PAPER 2

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

**Ahmad is studying Human Relations in university. Which one of the following benefits he will gain after studying this course?**

Ability to manipulate others

**Effectiveness in dealing with people**

Sales techniques



Group Link: <https://groups.google.com/group/vu-experts>

Appreciation of people

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

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Group

Sub-group

**Personality**

Attitude

**Page 05) Personality is a sum total of habits, traits, characteristics of an individual. It is actually a force or power to do things**

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

**Amir is going to another country where he is facing the stress of cultural differences, what kind of demands are the reasons of his stress?**

**Societal demands**

Situational demands

Organizational demands

Social demands

**Page 06) Situational demands:**

**Stress merges out of expectations, situational expectations, cultural expectations, organizational**

**expectations, and family expectations all these expectations make you work. If you work according to the**

**situation there should be no stress. Suppose if a person from Pakistani culture travels to Europe, there are different expectations of that society for you to act in a particular way.**

**Your training, potential, socialization**

**is from your Pakistani culture but the demands of the immigrant society are different. You do not know the**

**every day routines and norms of that society and the demands and expectations of that society are different.**

**Question No: 4 ( Marks: 1 ) - Please choose one Waleed feels that he is good, strong and best, it is his self \_\_\_\_\_ about himself.**

Worth

**Perception**

Love

Esteem

**Page 07) Self perception**

**One of those tools is self perception. How do you value and evaluate yourself? It is probably the most**



Group Link: <https://groups.google.com/group/vu-experts>

important psychological factor. *Self perception is the picture you hold about your self*

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

Minimum persons required for a group are:

Four

Three

**Two**

Five

Page 12) So a group/team is “two or more people interacting to achieve an objective”

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

A social group towards which an individual feels loyalty and respect called:

Secondary group

Reference group

Out-group

**In-group**

Page 13) 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

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

Strong and intimate relations are found in:

**Primary group**

Secondary group

Formal group

Informal group

Page 13) 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.

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

Which one of the following influences the behavior of the individuals?

Attitude

Sensation

**Personality**

Emotions

Group Link: <https://groups.google.com/group/vu-experts>

**Personality:**

*Personality is the product of a culture to do different things in different situations*

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

**Which one of the following approach focus on changing the way people think about an entity or object?**

**Cognitive**

Social

Behavioral

Social and behavioral

**Page 17) Cognitive approaches focus on changing the way people think about an entity or object.**

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

**Three of the key elements to ask questions when identifying the root cause of a problem are:**

Effects, consequences and results

Machines and facilities, attitudes and motivations

Qualitative, quantitative and neutral factors

**People, materials and methods**

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

**The accumulation of knowledge contributes to creativity because knowledge:**

Can be substitute for intuition

**Supplies the building blocks for generating and combining ideas**

Prevents too much mental flexibility

Allows for the development of a traditional mental set

**Page 24) 1. Knowledge. Creative thinking requires a broad background of information, including facts and observations. Knowledge supplies the building blocks for generating and combining ideas.**

**Question No: 12 ( Marks: 1 ) - Please choose one**

**A vertical thinker looks for one best solution to a problem. In contrast, a(n)**

**\_\_\_\_\_ seeks to find many possible solutions to a problem.**

**Lateral thinker**

Intelligent thinker

Emotionally intelligent person

Environmental thinker

**Page 25) Discipline yourself to think laterally**

**Vertical thinking is an analytical, logical process that results in few answers.**



Group Link: <https://groups.google.com/group/vu-experts>

In contrast, lateral thinking spreads out to find many different alternative solutions to a problem.

Critical thinking is vertical, and creative thinking is lateral.

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

Which of the following drug, dulls the senses, facilitates sleep and is addictive with long-term use?

Narcotic

Depressants

Drug abuse

Stimulants

Page 29) c. Stimulants. A stimulant produces feelings of optimism and high energy. Cocaine and diet pills are stimulants.

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

Which one of the following is NOT the way to cope with the loss of a relationship?

Pamper yourself

Get emotional support

Give yourself time to heal

Lag behind positive outcome

Page 29) COPING WITH THE LOSS OF A RELATIONSHIP:

- Be thankful for the good in the relationship
- Find new outlets for spare time
- Get ample rest and relaxation
- Pamper yourself
- Get emotional support
- Get out and go places
- Give yourself time to heal
- Anticipate a positive outcome
- Totality of relationship is not bad

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

In communication process, *noise* refers to:

The voice quality of both the sender and receiver

Conversations between sender and receiver

Anything that distorts or blocks a message

The background sounds that take place during the message

Page 39) Noise, or unwanted interference, can occur at any step in the communication process.

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

Group Link: <https://groups.google.com/group/vu-experts>

**One of the major benefit of high self-esteem is:**

**Increased worker involvement on teams**

Good mental health

Increased absenteeism

Decreased complaints from unionized workers

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

**Saba understands that positive visual imagery boosts self-confidence because the person:**

**Imagines being in control of a situation**

Forms an image of what went wrong in the past

No longer has to prepare for fight

Visualizes asking the right questions

**Page 47) Again, visualization is important for acquiring human relations skills. Positive visual imagery is picturing a positive outcome in one's mind. The technique is effective for gaining control of an upcoming, challenging situation.**

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

**Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:**

Musical intelligence

**Choosing easy projects to avoid conflict**

Delegating

Relationship management

**Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by agreeing with his or her criticism of you. The act of agreeing is disarming if you agree with the criticism, the criticizer no longer has reason to use his or her armament Disarming generally works more effectively than counterattacking a person with whom you are in conflict.**

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

**Salma lies and misrepresents facts, she disclose confidential information to others to promote herself, she has a problem with:**

Charisma

Empathy

**Cognitive skills**

Ethics

**Question No: 20 ( Marks: 1 ) - Please choose one**

**A typical act of a servant leader should be to:**

Group Link: <https://groups.google.com/group/vu-experts>

Work for a salary no higher than that of group members  
Expect group members to act like his or her personal servant

**Ask group members what they want to achieve**

Volunteer to do custodial work for the department

**Page 54) Be a Servant Leader:**

**A humanitarian approach to leadership is to be a servant leader, one who serves group members by**

**working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.**

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

**Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:**

Which gender a person is willing to work with

Whether or not a person will accept a salary increase

**Whether employees demand a place of worship on company premises**

Which hours and days people are willing to work

**Question No: 22 ( 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

**Page 61) 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: 23 ( Marks: 1 ) - Please choose one**

Group Link: <https://groups.google.com/group/vu-experts>

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

**Get projects completed on time**

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

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

**Saba is referred to as a *micromanager* because she is a manger who:**

**Carefully monitors the work of group members**

Has responsibility for small computers in the office

Enjoys punishing group members for small mistakes

Gives group members too much freedom

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

**Which of the following is suggested way of being a team player?**

Maintain honest and open relationships

**Follow the golden rule**

Make other people feel important

The entire above are suggested ways

**Page 68) Be a Team Player**

**When you are working with people then show team spirit. An essential strategy for cultivating peers is to**

**function as a team player by such means as:**

**1. Share credit with co-workers.**

**2. Display a helpful, cooperative attitude.**

**3. To establish trust, keep confidential information private and give honest opinions.**

**4. Share information and opinions with co-workers.**

**5. Provide emotional support to co-workers.**

**6. Follow the golden rule (It means try to treat others the way you like to be treated by others)**

**7. Avoid actions that could sabotage or undermine the group in any way.**

**8. Attend company-sponsored social events.**

**9. Share the glory.**

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

**Which of the following is the best example of a cultural norm?**

The average height of adults

**Respect for elder people**

Focus on non verbal communication

The age of the civilization

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

**Which of the following is NOT one of the suggestions for becoming more charismatic?**



Group Link: <https://groups.google.com/group/vu-experts>

Be emotionally expressive and warm

Avoid being candid

**Be self promoting**

Be willing to take personal risks

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Bouncing back from setbacks and embarrassments is often referred as**

\_\_\_\_\_.

**Resilience**

Jumping

Helping

Driving

**Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient.**

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

**Companies who have an educated workforce and workers have high self-esteem and are likely to exhibit increased:**

Behaviors that lead to a competitive advantage

**Stress levels**

Wages and salary costs

Turnover and absenteeism

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

**Ahmad is very much outspoken, use gestures and facial expressions while communicating with others. He has which type of communication style?**

**Emotive**

Directing

Reflective

Versatility

**Page 42) Basic communication styles**

**Emotive: Tends to express high emotional opinions. Outspoken, use gestures and facial expressions.**

## **PAPER 3**

**Question No:1 Field of Human Relations concentrate on which of the following?**

Provides ways to get information about people's private lives

Shows management how to get what they want from their employees

**Applies specific techniques for dealing with all employees in the same way**

Studies individuals and groups in organizations

Group Link: <https://groups.google.com/group/vu-experts>

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

**A social group towards which an individual feels loyalty and respect called:**

Secondary group

Reference group

Out-group

**In-group**

**Page 13) In-group**

• An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group.

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

**All of the following are the characteristics of a secondary group EXCEPT:**

**Long-lasting relationships**

Impersonal relations

Large in size

Specific interest

**Long-lasting relationships is characteristic of primary group**

**Page 13) Primary groups**

• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.

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

**Which one of the following is NOT the ethical behavior that is usually practiced?**

**Punishment**

Reporting

Detection

Prevention

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

**Knowledge or intellectual beliefs are \_\_\_\_\_ components of attitude.**

**Cognitive**

Behavioral

Social

Positive

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

**Ali understands the importance of developing an action plan in goal setting to:**

**Describe a method for reaching or achieve the goal**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Regulate the difficulty of the goal

Group Link: <https://groups.google.com/group/vu-experts>

Page 20) An action plan is needed to achieve goals.

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

**A realistic goal is one that:**

Includes money as well as happiness

Is relatively easy to attain

Matches the employer's desires

**Regulates the right amount of challenge**

**Set Realistic Goals: A realistic goal represents the right amount of challenge for the person pursuing the goal**

**Question No: 8 ( 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**

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

**A person makes a decision when he or she:**

**Chooses one alternative from several**

Faces a crisis

Identifies a gap between the real and the ideal

Engages in rigid efforts

**Page 22) Decision making to solve a**

**problem means selecting one alternative from the various alternative solutions that can be pursued.**

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

**The characteristics of creative workers include:**

Personality

Intellectual abilities

**All of the given options**

Knowledge

**Page 23) Following are the characteristics of the creative workers**

**1. Knowledge**

**2. Intellectual Abilities**

**3. Personality**



Group Link: <https://groups.google.com/group/vu-experts>

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

The saying, "Necessity is the mother of invention," emphasizes the contribution of \_\_\_\_\_ to creativity.

**Intrinsic motivation**

Environmental conditions

Certain mental activities

Capability

Question No: 12 ( Marks: 1 ) - Please choose one

During electronic brainstorming, suggestions from group members are:

Stored in a file for review at a later time

**Entered into the computer and seen by other group members**

Edited automatically for spelling and grammar

Processed through the cellular phone

Page 26) 1. *Electronic Brainstorming*. In electronic brainstorming, group members simultaneously enter their suggestions into a computer, and members can still build on each other's ideas.

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

Ali plays the roles of explorer, artist, judge and lawyer. He is working for:

Collecting as much evidence as you can before offering a suggestion

Judging whether an idea has merit

**Getting creative idea implemented**

Searching through documents for a good idea

Page 26) Improving creativity

8. Play the roles of explorer, artist, judge, and lawyer

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

Which one of the following attitude is a tendency to act in such a way that one's behavior works against his/her own interests.

Abnormal

Emotional

**Self-defeating**

Self-praising

Page 27) Self-defeating attitude is a tendency to act in such a way that one's behaviour works against his/her own interests, either intentionally or unintentionally.

Group Link: <https://groups.google.com/group/vu-experts>

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

**Hostile relationships between two people are based on differences in:**

Personal attributes

Preferences

Interests, values and styles

**All of the given options**

**Defines a hostile relationship between two individuals where the individuals argue on major issues and feel heightened stress and aggression when they are together.**

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

**What kind of personality verbally and sometimes physically attacks others frequently?**

**Aggressive**

Constructive

Dynamic

Persuasive

**Page 31) Aggressive personalities are people who verbally, and sometimes physically, attack others frequently.**

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

**All of the following are suggested techniques for overcoming communication barriers when using presentation technology EXCEPT:**

**Reveal points ahead of time before they are needed**

Synchronize the slides with your comments

Keep the slide in view until the audience gets the point

Talk to the audience not to the screen

**Question No: 18 ( Marks: 1 ) - Please choose one Tendency to seek and enjoy social relationships with others called:**

**Sociability**

Hostility

Resentment

Supremacy

**Page 42) • Sociability: Tendency to seek and enjoy social relationships with others**

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

**To develop Asma's self confidence she should:**

Learn to rely mostly on intuition

Group Link: <https://groups.google.com/group/vu-experts>

**Develop a base of knowledge for problem solving**

Use enough negative self-talk to appear humble

Downplay acquiring a lot of facts

**Page 47) 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**

**Page 44) Self-confidence is a product of gaining and using knowledge to do things.**

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:**

Musical intelligence

**Choosing easy projects to avoid conflict**

Delegating

Relationship management

**Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by**

**agreeing with his or her criticism of you. The act of agreeing is disarming if you agree with the**

**criticism, the criticizer no longer has reason to use his or her armament**

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

**Which of the following is/are considered to be characteristics of a charismatic leader?**

Vision

Passion, enthusiasm and excitement

Sense of humor

**All the characteristics included**

**Page 51) Charisma:**

**a. 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.**

**b. Passion, Enthusiasm, and Excitement. Because of their contagious excitement, charismatic**

**leaders stimulate group members. Enthusiasm helps build good relationships with team members, and**

**excitement is contagious. The leader can express enthusiasm verbally and nonverbally through gestures,**

**nonsexual touching, and so forth.**

**c. Sense of Humor:**

Group Link: <https://groups.google.com/group/vu-experts>

Humor is a component of charisma, and a contributor to leadership effectiveness. Humor helps leaders

influence people by reducing tension, relieving boredom, and defusing anger. The most effective form of

humor is tied to the situation rather than telling rehearsed jokes.

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

As a result of \_\_\_\_\_, people overestimate the probability that a given member of a group will have an attribute of his or her category.

**Stereotypes**

Discrimination

Prejudice

Bias

Page 59) As a result of stereotypes, people overestimate the probability that a given member of a group will have an attribute of his/her category.

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

**Ali has high-cultural sensitivity, so he is likely to:**

Regard people from different cultures as pretty much the same

Be too sensitive to criticism from people from different cultures

Recognize non verbal communications among cultures

**Overlook nuances in customs among cultures**

**Develop Cultural Sensitivity:**

To relate well to someone from a foreign country, a person must be alert to possible cultural differences.

Cultural sensitivity is an awareness of and a willingness to investigate the reasons why people of another

culture act as they do. A person with cultural sensitivity will recognize certain nuances in customs that will

help build better relationships from cultural backgrounds other than his or her own. Raise your antenna and

observe carefully what others are doing.

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

Which of following is NOT one of the suggested techniques for overcoming crosscultural communication barriers?

Listen for understanding. Not agreement

**Use commonly accepted business jargons**

Observe culture differences and etiquette

Be alert to cultural differences in customs and behavior

Page 61) More steps to improve Cultural Relations:

. Be alert to cultural differences in customs and behavior.

. Use straightforward language and speak slowly and clearly.

Group Link: <https://groups.google.com/group/vu-experts>

- . 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: 25 ( 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

Page 61) 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: 26 ( Marks: 1 ) - Please choose one

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

**Get projects completed on time**

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

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

**A performance standard is a statement of what:**

You must do to get a raise

The worker must do to retain a job

You hope to accomplish on the job

**Constitutes acceptable performance**



Group Link: <https://groups.google.com/group/vu-experts>

Page 65) A performance standard is a statement of what constitutes acceptable Performance

Question No: 28 ( Marks: 1 ) - Please choose one

Which of the following is suggested way of being a team player?

Maintain honest and open relationships

**Follow the golden rule**

Make other people feel important

The entire above are suggested ways

Page 68) Be a Team Player

When you are working with people then show team spirit. An essential strategy for cultivating peers is to

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

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

Which of following is suggested technique for uplifting ones self-confidence?

**Strive for peak performance**

Use negative visual imagery

Use negative self-talk

Develop a solid knowledge base

**Steps to build self-confidence:**

These are certain steps which can be followed to build up self-confidence

**Write down Personal Assets and Achievements:**

- **Develop a Solid Knowledge Base:**
- **Use positive self talk:**
- **Avoid Negative Self-Talk:**
- **Use Positive Visual Imagery:**
- **Strive for Peak Performance:**
- **Bounce Back from Setbacks and Embarrassments:**
- **Get Past the Emotional Turmoil:**
- **Find a Creative Solution to Your Problem:**

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

Bouncing back from setbacks and embarrassments is often referred as

Group Link: <https://groups.google.com/group/vu-experts>

---

### Resilience

Jumping  
Helping  
Driving

**Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient. Do not take set backs personally.**

## **PAPER 4**

**Ahmad is studying Human Relations in university. Which one of the following benefits he will gain after studying this course?**

Ability to manipulate others

**Effectiveness in dealing with people**

Sales techniques

Appreciation of people

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

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Group

Sub-group

**Personality**

Attitude

**Page 05) Personality is a sum total of habits, traits, characteristics of an individual. It is actually a force or power to do things**

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

**Amir is going to another country where he is facing the stress of cultural differences, what kind of demands are the reasons of his stress?**

**Societal demands**

Situational demands

Organizational demands

Social demands

**Page 06) Situational demands:**

**Stress merges out of expectations, situational expectations, cultural expectations, organizational**

**expectations, and family expectations all these expectations make you work. If you work according to the**

**situation there should be no stress. Suppose if a person from Pakistani culture travels to Europe, there are different expectations of that society for you to act in a particular way.**

**Your training, potential, socialization**

Group Link: <https://groups.google.com/group/vu-experts>

is from your Pakistani culture but the demands of the immigrant society are different. You do not know the every day routines and norms of that society and the demands and expectations of that society are different.

Question No: 4 ( Marks: 1 ) - Please choose one Waleed feels that he is good, strong and best, it is his self \_\_\_\_\_ about himself.

Worth

Perception

Love

Esteem

Page 07) Self perception

One of those tools is self perception. How do you value and evaluate yourself? It is probably the most important psychological factor. *Self perception is the picture you hold about your self*

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

Minimum persons required for a group are:

Four

Three

Two

Five

Page 12) So a group/team is "two or more people interacting to achieve an objective"

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

A social group towards which an individual feels loyalty and respect called:

Secondary group

Reference group

Out-group

In-group

Page 13) 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

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

Strong and intimate relations are found in:

Primary group

Secondary group

Formal group

Informal group

Page 13) Primary groups

• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.

Group Link: <https://groups.google.com/group/vu-experts>

• Expressive needs intimacy, companionship and emotional support, provided by primary groups.

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

Which one of the following influences the behavior of the individuals?

Attitude

Sensation

Personality

Emotions

Personality:

*Personality is the product of a culture to do different things in different situations*

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

Which one of the following approach focus on changing the way people think about an entity or object?

Cognitive

Social

Behavioral

Social and behavioral

Page 17) Cognitive approaches focus on changing the way people think about an entity or object.

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

Three of the key elements to ask questions when identifying the root cause of a problem are:

Effects, consequences and results

Machines and facilities, attitudes and motivations

Qualitative, quantitative and neutral factors

People, materials and methods

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

The accumulation of knowledge contributes to creativity because knowledge:

Can be substitute for intuition

Supplies the building blocks for generating and combining ideas

Prevents too much mental flexibility

Allows for the development of a traditional mental set

Page 24) 1. Knowledge. Creative thinking requires a broad background of information, including facts and observations. Knowledge supplies the building blocks for generating and combining ideas.

Question No: 12 ( Marks: 1 ) - Please choose one

A vertical thinker looks for one best solution to a problem. In contrast, a(n)

\_\_\_\_\_ seeks to find many possible solutions to a problem.

Lateral thinker

Intelligent thinker

Emotionally intelligent person

Group Link: <https://groups.google.com/group/vu-experts>

Environmental thinker

**Page 25) Discipline yourself to think laterally**

Vertical thinking is an analytical, logical process that results in few answers.

In contrast, lateral thinking spreads out to find many different alternative solutions to a problem.

Critical thinking is vertical, and creative thinking is lateral.

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

Which of the following drug, dulls the senses, facilitates sleep and is addictive with long-term use?

Narcotic

Depressants

Drug abuse

**Stimulants**

**Page 29) c. Stimulants. A stimulant produces feelings of optimism and high energy. Cocaine and diet pills are stimulants.**

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

Which one of the following is NOT the way to cope with the loss of a relationship?

Pamper yourself

Get emotional support

Give yourself time to heal

**Lag behind positive outcome**

**Page 29) COPING WITH THE LOSS OF A RELATIONSHIP:**

- Be thankful for the good in the relationship
- Find new outlets for spare time
- Get ample rest and relaxation
- Pamper yourself
- Get emotional support
- Get out and go places
- Give yourself time to heal
- Anticipate a positive outcome
- Totality of relationship is not bad

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

In communication process, *noise* refers to:

The voice quality of both the sender and receiver

Conversations between sender and receiver

**Anything that distorts or blocks a message**

The background sounds that take place during the message

**Page 39) Noise, or unwanted interference, can occur at any step in the communication process.**

Group Link: <https://groups.google.com/group/vu-experts>

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

**One of the major benefit of high self-esteem is:**

**Increased worker involvement on teams**

Good mental health

Increased absenteeism

Decreased complaints from unionized workers

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

**Saba understands that positive visual imagery boosts self-confidence because the person:**

**Imagines being in control of a situation**

Forms an image of what went wrong in the past

No longer has to prepare for fight

Visualizes asking the right questions

**Page 47) Again, visualization is important for acquiring human relations skills. Positive visual imagery is picturing a positive outcome in one's mind. The technique is effective for gaining control of an upcoming, challenging situation.**

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

**Ahmad communicates clearly and convincingly disarms conflicts to build strong personal bonds. Ahmad is very good in:**

Musical intelligence

**Choosing easy projects to avoid conflict**

Delegating

Relationship management

**Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by**

**agreeing with his or her criticism of you. The act of agreeing is disarming if you agree with the**

**criticism, the criticizer no longer has reason to use his or her armament Disarming generally works**

**more effectively than counterattacking a person with whom you are in conflict**

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

**Salma lies and misrepresents facts, she discloses confidential information to others to promote herself, she has a problem with:**

Charisma

Empathy

**Cognitive skills**

Ethics

**Question No: 20 ( Marks: 1 ) - Please choose one**

**A typical act of a servant leader should be to:**

Work for a salary no higher than that of group members

Group Link: <https://groups.google.com/group/vu-experts>

Expect group members to act like his or her personal servant

**Ask group members what they want to achieve**

Volunteer to do custodial work for the department

**Page 54) Be a Servant Leader:**

**A humanitarian approach to leadership is to be a servant leader, one who serves group members by**

**working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.**

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

**Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:**

Which gender a person is willing to work with

Whether or not a person will accept a salary increase

**Whether employees demand a place of worship on company premises**

Which hours and days people are willing to work

**Question No: 22 ( 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

**Page 61) 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: 23 ( Marks: 1 ) - Please choose one**

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

**Get projects completed on time**

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

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

**Saba is referred to as a *micromanager* because she is a manager who:**

**Carefully monitors the work of group members**

Group Link: <https://groups.google.com/group/vu-experts>

Has responsibility for small computers in the office  
Enjoys punishing group members for small mistakes  
Gives group members too much freedom

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

**Which of the following is suggested way of being a team player?**

Maintain honest and open relationships

**Follow the golden rule**

Make other people feel important  
The entire above are suggested ways

**Page 68) Be a Team Player**

**When you are working with people then show team spirit. An essential strategy for cultivating peers is to**

**function as a team player by such means as:**

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

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

**Which of the following is the best example of a cultural norm?**

The average height of adults

**Respect for elder people**

Focus on non verbal communication

The age of the civilization

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

**Which of the following is NOT one of the suggestions for becoming more charismatic?**

Be emotionally expressive and warm

Avoid being candid

**Be self promoting**

Be willing to take personal risks

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Bouncing back from setbacks and embarrassments is often referred as**

\_\_\_\_\_.

**Resilience**

Jumping

Helping

Driving

**Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and**



Group Link: <https://groups.google.com/group/vu-experts>

embarrassments, thus being resilient.

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

**Companies who have an educated workforce and workers have high self-esteem and are likely to exhibit increased:**

Behaviors that lead to a competitive advantage

**Stress levels**

Wages and salary costs

Turnover and absenteeism

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

**Ahmad is very much outspoken, use gestures and facial expressions while communicating with others. He has which type of communication style?**

**Emotive**

Directing

Reflective

Versatility

**Page 42) Basic communication styles**

**Emotive: Tends to express high emotional opinions. Outspoken, use gestures and facial expressions.**

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

Get projects completed on time

Ask a coworker to handle free-floating responsibility

**Assume personal responsibility for problems**

**A performance standard is a statement of what:**

You must do to get a raise

The worker must do to retain a job

You hope to accomplish on the job

**Constitutes acceptable performance**

**Which of following is suggested technique for uplifting ones self-confidence?**

Strive for peak performance

Use negative visual imagery

Use negative self-talk

**Develop a solid knowledge base**

Page - 139 (Lesson # 44)

Steps to build self-confidence:

These are certain steps which can be followed to build up self-confidence

Write down Personal Assets and Achievements:

• **Develop a Solid Knowledge Base:**

• Use positive self talk:

• Avoid Negative Self-Talk:

**Group Link:** <https://groups.google.com/group/vu-experts>

- Use Positive Visual Imagery:
- Strive for Peak Performance:
- Bounce Back from Setbacks and Embarrassments:
- Get Past the Emotional Turmoil:
- Find a Creative Solution to Your Problem:

**Field of Human Relations concentrates on which of the following?**

Provides ways to get information about people's private lives

Shows management how to get what they want from their employees

Applies specific techniques for dealing with all employees in the same way

**Studies individuals and groups in organizations**

Ref: Page 1 , Lesson -1

This subject focuses on the systematic analysis of human behavior, preventing conflict, and resolution of behavioral problems.

The subject can help in the development of interpersonal relations and produce those abilities which promote good working relations with people at work and also in personal life. This course aims to develop the abilities to resolve conflicts amicably and to address the various interpersonal issues congenially.

**Amir is going to another country where he is facing the stress of cultural differences, what kind of demands are the reasons of his stress?**

Societal demands

**Situational demands**

Organizational demands

Social demands

**Page 6 Situational demands:**

Stress merges out of expectations, **situational expectations, cultural expectations, organizational expectations**, and family expectations all these expectations make you work. If you work according to the situation there should be no stress. **Suppose if a person from Pakistani culture travels to Europe**, there are different expectations of that society for you to act in a particular way. Your training, potential, socialization is from your Pakistani culture but the demands of the immigrant society are different. You do not know the every day routines and norms of that society and the demands and expectations of that society are different.

**Which one of the following approach focus on changing the way people think about an entity or object?**

**Cognitive**

Social

Behavioral

Social and behavioral

Ref: Page 17



Group Link: <https://groups.google.com/group/vu-experts>

**Cognitive approaches focus on changing the way people think about an entity or object. This is done through information, persuasive communication through introducing conflict or dissonance between the existing attitude and the new one.**

**The accumulation of knowledge contributes to creativity because knowledge:**

Can be substitute for intuition

**Supplies the building blocks for generating and combining ideas**

Prevents too much mental flexibility

Allows for the development of a traditional mental set

**Ref: Page-24**

**1. Knowledge. Creative thinking requires a broad background of information, including facts and observations. Knowledge supplies the building blocks for generating and combining ideas.**

**Waleed feels that he is good, strong and best, it is his self \_\_\_\_\_ about himself.**

**Worth**

Perception

Love

Esteem

**Self worth is related to work and ability. Self Perception is related to psychological issues, so the correct answer is Self Worth.**

**Page 8**

**Self worth:** You should know your own worth and value of your work. Basically it is marketing of your self as well as your capabilities

**Page 7**

**Self perception:** One of those tools is self perception. How do you value and evaluate yourself? It is probably the most important psychological factor. Self perception is the picture you hold about your self

**Which one of the following is NOT the way to cope with the loss of a relationship?**

Pamper yourself

Get emotional support

Give yourself time to heal

**Lag behind positive outcome**

**Ref: Page 29.**

**B. COPING WITH THE LOSS OF A RELATIONSHIP:**

**A major personal problem many people encounter is the loss of a valued personal relationships, including separation, divorce, or death. Loss of intimacy in a relationship is another significant type of loss. The person who takes the initiative in terminating a**

34

Group Link: <https://groups.google.com/group/vu-experts>

relationship often has to cope with guilt. Ways of coping with the loss of a relationship include:

- Be thankful for the good in the relationship
- Find new outlets for spare time
- Get ample rest and relaxation
- Pamper yourself
- Get emotional support
- Get out and go places
- Give yourself time to heal
- **Anticipate a positive outcome (it is not to be lag behind)**
- Totality of relationship is not bad

In communication process, noise refers to:

The voice quality of both the sender and receiver

Conversations between sender and receiver

**Anything that distorts or blocks a message**

The background sounds that take place during the message

Ref: Pg-34

Noise, or unwanted interference, can occur at any step in the communication process.

People most likely to be creative when they are motivated primarily by the:

Potential financial reward for being creative

**Satisfaction and challenge of the work itself**

Fear of job loss for not being creative

Opportunity to obtain creative idea

Saba understands that positive visual imagery boosts self-confidence because the person:

**Imagines being in control of a situation**

Forms an image of what went wrong in the past

No longer has to prepare for fight

Visualizes asking the right questions

Ref : Pg-47

**E. Use Positive Visual Imagery:**

Again, visualization is important for acquiring human relations skills. Positive visual imagery is picturing a positive outcome in one's mind. The technique is effective for gaining control of an upcoming, challenging situation.

Which of the following drug, dulls the senses, facilitates sleep and is addictive with long-term use?

Narcotic

Depressants

Drug abuse

Stimulants

Group Link: <https://groups.google.com/group/vu-experts>

Page 29

**a. Narcotics.** A narcotic is a drug that dulls the senses, facilitates sleep, and is addictive with long-term use.

**b. Depressants.** A depressant is a drug that slows down vital body processes. Alcohol is a depressant.

**c. Stimulants.** A stimulant produces feelings of optimism and high energy. Cocaine and diet pills are stimulants.

**Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:**

Musical intelligence

Choosing easy projects to avoid conflict

Delegating

**Relationship management (correct)**

**A typical act of a servant leader should be to:**

Work for a salary no higher than that of group members

Expect group members to act like his or her personal servant

**Ask group members what they want to achieve (Correct)**

Volunteer to do custodial work for the department (Incorrect)

**Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:**

Which gender a person is willing to work with

Whether or not a person will accept a salary increase

Whether employees demand a place of worship on company premises

**Which hours and days people are willing to work (Correct)**

## **PAPER 5**

The characteristics of creative workers include:

- ▶ Knowledge
- ▶ Intellectual abilities
- ▶ **All of the given options**
- ▶ Personality

**Question No: 2 ( Marks: 1 ) –**

**Please choose one**

A vision in leadership refers to:

- ▶ **An optimistic picture of the future of the organization**



**Group Link:** <https://groups.google.com/group/vu-experts>

- ▶ 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**

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: 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.

. Leadership development programmers: Leadership skills can be acquired by taking courses or programmers on leadership. 3. Acquire broad experience: A leader should have broader knowledge of the things in order to handle or run the affairs of the organization smoothly. 4. Modeling effective leaders: You should have some models in your mind that you admire as good leaders. You should try to internalize the characteristics of those leaders. 5. Self-development of leadership characteristics and behavior: Study leadership characteristics and behavior, and target one or two for improvement through self-determination and self-monitoring of behavior. 6. Practice a little leadership: Look for opportunities to exert a small amount of helpful leadership in contrast to waiting for opportunities to accomplish extraordinary deeds. Mentoring would be an example of practicing a little leadership. 7. Help your leader lead: Leaders need assistance so they can do a good job, and providing this assistance provides some leadership experience. 8. Become an integrated human being: The leader is first and foremost a fully functioning person. Leadership development is therefore the process of self-development. As a result, the process of becoming a leader is similar to the process of becoming 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

Group Link: <https://groups.google.com/group/vu-experts>

**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

Page 66 A challenge to ambitious people is to cope with a difficult manager, yet remain well regarded by that person. Suggestions follow: 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

**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**

Page 65 I. 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 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 Page 141**
- ▶ 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 Page 78**



**Group Link:** <https://groups.google.com/group/vu-experts>

- ▶ 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

**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**

Page 94 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

Page 93 Time-management techniques The appropriate time-management techniques are also necessary to achieve high personal productivity. For these techniques to enhance productivity, most of them need to be incorporated into and practiced regularly in daily life. Habits need to be programmed into the brain through repetition.

**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



**Group Link:** <https://groups.google.com/group/vu-experts>

Page 96 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**
- ▶ Target
- ▶ Mission
- ▶ Ambition

20 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

**Question No: 16 ( Marks: 1 ) –**

**Please choose one**

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

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

Page 116 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

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ **Show care and concern for the customer**
- ▶ Establish customer dissatisfaction goals
- ▶ Place the company's needs first

Page 141 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.

**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**

**Question No: 19 ( Marks: 1 ) –**

**Please choose one**

A strongly recommended method for job hunting is:

- ▶ Job boards
- ▶ **Company Websites**
- ▶ Bill boards
- ▶ Ads

Page 88 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: 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

**Group Link:** <https://groups.google.com/group/vu-experts>

Page 82 Extreme Job Hunting 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

**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

Page 83 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 i

- ▶ **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

**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

Page 99 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**
- ▶ Traditional career path
- ▶ Horizontal career path
- ▶ Career success

Page 101 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**

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Luxuries
- ▶ Facilities
- ▶ Lavishness

Page 115 The fourth principle is feelings. If you feel discontented, for example, clear the head and start thinking positively. Enjoy what you have, don't spoil your life by craving for what you don't have.

5. 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

Page 119 Establish priorities and manage time carefully. Sometime the career of one of the spouses might be more important than the other. This sort of issues can be prioritized by mutual understanding and discussion.

**Question No: 27 ( Marks: 1 ) –**

**Please choose one** According to research \_\_\_\_\_ is the second happiest country. ▶

**Germany**

- ▶ Denmark
- ▶ China
- ▶ England

Page 112 A lot of research is being conducted on happiness. According to a research Denmark is the top happiest country. Germany is the second happiest cou

**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**

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

Page 135 Internet Dependence: 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:

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ **Organizational effectiveness**
- ▶ Control over employees
- ▶ Uniformity among the workers
- ▶ Higher turnover of employees

Page 50 A current conception of emotional intelligence is so broad that it encompasses many traits and behaviours related to leadership effectiveness, including self-awareness, self-management, social awareness, and relationship management.

**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

Page 8 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. So, self awareness is an important tool in your own hands with the help of which you can do your self analysis or can get feedback from others.

**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 called:

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

**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

Page 99 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.



Group Link: <https://groups.google.com/group/vu-experts>

**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**

Page 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

**Question No: 35 ( Marks: 1 ) –**

**Please choose one** Owning an asset or purchasing stock is referred to as:

- ▶ Contrary investment
- ▶ Diversify investment
- ▶ Fixed income investment
- ▶ **Equity investment**

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**
- ▶ Social exchange theory of attraction
- ▶ Need for intimacy

**Question No: 37 ( Marks: 1 ) –**

Group Link: <https://groups.google.com/group/vu-experts>

**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

**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

#### **PAPER 6**

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

**Ahmad is studying Human Relations in university. Which one of the following benefits he will gain after studying this course?**

Ability to manipulate others

**Effectiveness in dealing with people**

Sales techniques

Appreciation of people

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

**Which one of the following is a sum total of habits, traits and characteristics of an individual?**

Group

Sub-group

**Personality**

Attitude

Page 05) Personality is a sum total of habits, traits, characteristics of an individual. It is actually a force or power to do things

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

**Amir is going to another country where he is facing the stress of cultural differences, what kind of demands are the reasons of his stress?**

Societal demands

**Situational demands**

Organizational demands

Group Link: <https://groups.google.com/group/vu-experts>

Social demands

Page 06) **Situational demands:**

Stress merges out of expectations, situational expectations, cultural expectations, organizational expectations, and family expectations all these expectations make you work. If you work according to the situation there should be no stress. Suppose if a person from Pakistani culture travels to Europe, there are different expectations of that society for you to act in a particular way. Your training, potential, socialization is from your Pakistani culture but the demands of the immigrant society are different. You do not know the every day routines and norms of that society and the demands and expectations of that society are different.

**Question No: 4 ( Marks: 1 ) - Please choose one** Waleed feels that he is good, strong and best, it is his self \_\_\_\_\_ about himself.

Worth

**Perception**

Love

Esteem

Page 07) **Self perception**

One of those tools is **self perception**. How do you value and evaluate yourself? It is probably the most important psychological factor. *Self perception is the picture you hold about your self*

**Question No: 5 ( Marks: 1 ) - Please choose one**  
**Minimum persons required for a group are:**

Four

Three

**Two**

Five

Page 12) So a group/team is "two or more people interacting to achieve an objective"

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

**A social group towards which an individual feels loyalty and respect called:**

Secondary group

Reference group

Out-group

**In-group**

Page 13) **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

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

**Strong and intimate relations are found in:**

**Primary group**

Secondary group

Formal group



Group Link: <https://groups.google.com/group/vu-experts>

Informal group

Page 13) **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.

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

**Which one of the following influences the behavior of the individuals?**

Attitude

Sensation

**Personality**

Emotions

**Personality:**

Personality is the product of a culture to do different things in different situations

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

**Which one of the following approach focus on changing the way people think about an entity or object?**

**Cognitive**

Social

Behavioral

Social and behavioral

Page 17) **Cognitive approaches** focus on changing the way people think about an entity or object.

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

**Three of the key elements to ask questions when identifying the root cause of a problem are:**

Effects, consequences and results

Machines and facilities, attitudes and motivations

Qualitative, quantitative and neutral factors

**People, materials and methods**

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

**The accumulation of knowledge contributes to creativity because knowledge:**

Can be substitute for intuition

**Supplies the building blocks for generating and combining ideas**

Prevents too much mental flexibility

Allows for the development of a traditional mental set

Page 24) **1. Knowledge.** Creative thinking requires a broad background of information, including facts and observations. Knowledge supplies the building blocks for generating and combining ideas.

**Question No: 12 ( Marks: 1 ) - Please choose one**

**A vertical thinker looks for one best solution to a problem. In contrast, a(n) \_\_\_\_\_ seeks to find many possible solutions to a problem.**

**Lateral thinker**



Group Link: <https://groups.google.com/group/vu-experts>

Intelligent thinker

Emotionally intelligent person

Environmental thinker

Page 25) **Discipline yourself to think laterally**

Vertical thinking is an analytical, logical process that results in few answers.

In contrast, lateral thinking spreads out to find many different alternative solutions to a problem. Critical thinking is vertical, and creative thinking is lateral.

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

**Which of the following drug, dulls the senses, facilitates sleep and is addictive with long-term use?**

Narcotic

Depressants

Drug abuse

**Stimulants**

Page 29) **c. Stimulants.** A stimulant produces feelings of optimism and high energy.

Cocaine and diet pills are stimulants.

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

**Which one of the following is NOT the way to cope with the loss of a relationship?**

Pamper yourself

Get emotional support

Give yourself time to heal

**Lag behind positive outcome**

Page 29) **COPING WITH THE LOSS OF A RELATIONSHIP:**

- Be thankful for the good in the relationship
- Find new outlets for spare time
- Get ample rest and relaxation
- Pamper yourself
- Get emotional support
- Get out and go places
- Give yourself time to heal
- Anticipate a positive outcome
- Totality of relationship is not bad

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

**In communication process, noise refers to:**

The voice quality of both the sender and receiver

Conversations between sender and receiver

**Anything that distorts or blocks a message**

The background sounds that take place during the message

Page 39) **Noise**, or unwanted interference, can occur at any step in the communication process.

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

**One of the major benefit of high self-esteem is:**

**Increased worker involvement on teams**

Good mental health

Increased absenteeism

Group Link: <https://groups.google.com/group/vu-experts>

Decreased complaints from unionized workers

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

**Saba understands that positive visual imagery boosts self-confidence because the person:**

**Imagines being in control of a situation**

Forms an image of what went wrong in the past

No longer has to prepare for fight

Visualizes asking the right questions

Page 47) Again, visualization is important for acquiring human relations skills. Positive visual imagery is picturing a positive outcome in one's mind. The technique is effective for gaining control of an upcoming challenging situation.

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

**Ahmad communicates clearly and convincingly disarms conflicts to builds strong personal bonds. Ahmad is very good in:**

Musical intelligence

**Choosing easy projects to avoid conflict**

Delegating

Relationship management

Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by agreeing with his or her criticism of you. The act of agreeing is disarming if you agree with the criticism, the criticizer no longer has reason to use his or her armament Disarming generally works more effectively than counterattacking a person with whom you are in conflict.

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

**Salma lies and misrepresents facts, she disclose confidential information to others to promote herself, she has a problem with:**

Charisma

Empathy

**Cognitive skills**

Ethics

**Question No: 20 ( Marks: 1 ) - Please choose one**

**A typical act of a servant leader should be to:**

Work for a salary no higher than that of group members

Expect group members to act like his or her personal servant

**Ask group members what they want to achieve**

Volunteer to do custodial work for the department

Page 54) **Be a Servant Leader:**

A humanitarian approach to leadership is to be a **servant leader**, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.

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

**Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:**

Which gender a person is willing to work with

Whether or not a person will accept a salary increase

Group Link: <https://groups.google.com/group/vu-experts>

**Whether employees demand a place of worship on company premises**

Which hours and days people are willing to work

**Question No: 22 ( 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

Page 61) **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: 23 ( Marks: 1 ) - Please choose one**

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

**Get projects completed on time**

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

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

**Saba is referred to as a micromanager because she is a manager who:**

**Carefully monitors the work of group members**

Has responsibility for small computers in the office

Enjoys punishing group members for small mistakes

Gives group members too much freedom

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

**Which of the following is suggested way of being a team player?**

Maintain honest and open relationships

**Follow the golden rule**

Make other people feel important

The entire above are suggested ways

**Page 68) Be a Team Player**

When you are working with people then show team spirit. An essential strategy for cultivating peers

is to

Group Link: <https://groups.google.com/group/vu-experts>

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory.

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

**Which of the following is the best example of a cultural norm?**

The average height of adults

**Respect for elder people**

Focus on non verbal communication

The age of the civilization

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

**Which of the following is NOT one of the suggestions for becoming more charismatic?**

Be emotionally expressive and warm

Avoid being candid

**Be self promoting**

Be willing to take personal risks

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Bouncing back from setbacks and embarrassments is often referred as**

\_\_\_\_\_.

**Resilience**

Jumping

Helping

Driving

Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient.

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

**Companies who have an educated workforce and workers have high self-esteem and are likely to exhibit increased:**

Behaviors that lead to a competitive advantage

**Stress levels**

Wages and salary costs

Turnover and absenteeism

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

**Ahmad is very much outspoken, use gestures and facial expressions while communicating with others. He has which type of communication style?**

**Emotive**

Directing

Group Link: <https://groups.google.com/group/vu-experts>

Reflective

Versatility

Page 42) **Basic communication styles**

**Emotive:** Tends to express high emotional opinions. Outspoken, use gestures and facial expressions.

### **PAPER 7**

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

**Field of Human Relations concentrate on which of the following?**

Provides ways to get information about people's private lives

Shows management how to get what they want from their employees

**Applies specific techniques for dealing with all employees in the same way**

Studies individuals and groups in organizations

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

**A social group towards which an individual feels loyalty and respect called:**

Secondary group

Reference group

Out-group

**In-group**

Page 13) **In-group**

• An in-group is a social group towards which an individual feels loyalty and respect, usually due to membership in the group.

**All of the following are the characteristics of a secondary group**

**EXCEPT:**

**Long-lasting relationships**

Impersonal relations

Large in size

Specific interest

Long-lasting relationships is characteristic of primary group

Page 13) **Primary groups**

• Groups consisting of intimate, face-to-face interaction and relatively long-lasting relationships.

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

**Which one of the following is NOT the ethical behavior that is usually practiced?**

**Punishment**

Reporting

Detection

Prevention

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

Knowledge or intellectual beliefs are \_\_\_\_\_ components of attitude.

**Cognitive**

Group Link: <https://groups.google.com/group/vu-experts>

Behavioral

Social

Positive

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

Ali understands the importance of developing an action plan in goal setting to:

**Describe a method for reaching or achieve the goal**

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Regulate the difficulty of the goal

Page 20) An action plan is needed to achieve goals.

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

**A realistic goal is one that:**

Includes money as well as happiness

Is relatively easy to attain

Matches the employer's desires

**Regulates the right amount of challenge**

**Set Realistic Goals:** A realistic goal represents the right amount of challenge for the person

Pursuing the goal

**Question No: 8 ( 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**

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

**A person makes a decision when he or she:**

**Chooses one alternative from several**

Faces a crisis

Identifies a gap between the real and the ideal

Engages in rigid efforts

Page 22) Decision making to solve a problem means selecting one alternative from the various alternative solutions that can be pursued.

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

**The characteristics of creative workers include:**

Personality

Intellectual abilities

**All of the given options**

Knowledge

Page 23) Following are the characteristics of the creative workers

1. Knowledge

2. Intellectual Abilities

3. Personality

Group Link: <https://groups.google.com/group/vu-experts>

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

The saying, "Necessity is the mother of invention," emphasizes the contribution of \_\_\_\_\_ to creativity.

**Intrinsic motivation**

Environmental conditions

Certain mental activities

Capability

**Question No: 12 ( Marks: 1 ) - Please choose one**

**During electronic brainstorming, suggestions from group members are:**

Stored in a file for review at a later time

**Entered into the computer and seen by other group members**

Edited automatically for spelling and grammar

Processed through the cellular phone

Page 26) 1. Electronic Brainstorming. In electronic brainstorming, group members simultaneously enter their suggestions into a computer, and members can still build on each other's ideas.

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

**Ali plays the roles of explorer, artist, judge and lawyer. He is working for:**

Collecting as much evidence as you can before offering a suggestion

Judging whether an idea has merit

**Getting creative idea implemented**

Searching through documents for a good idea

Page 26) **Improving creativity**

**8. Play the roles of explorer, artist, judge, and lawyer**

**Which one of the following attitude is a tendency to act in such a way that one's**

**behavior works against his/her own interests.**

Abnormal

Emotional

**Self-defeating**

Self-praising

Page 27) Self-defeating attitude is a tendency to act in such a way that one's behaviour works against his/her own interests, either intentionally or unintentionally.

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

**Hostile relationships between two people are based on differences in:**

Personal attributes

Preferences

Interests, values and styles



Group Link: <https://groups.google.com/group/vu-experts>

All of the given options

Defines a hostile relationship between two individuals where the individuals argue on major issues and feel heightened stress and aggression when they are together.

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

**kind of personality verbally and sometimes physically attacks others frequently?**

**Aggressive**

Constructive

Dynamic

Persuasive

Page 31) Aggressive personalities are people who verbally, and sometimes physically, attack others frequently.

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

**All of the following are suggested techniques for overcoming**

**Communication barriers when using presentation technology EXCEPT:**

**Reveal points ahead of time before they are needed**

Synchronize the slides with your comments

Keep the slide in view until the audience gets the point

Talk to the audience not to the screen

**Question No: 18 ( Marks: 1 ) - Please choose one Tendency to seek and enjoy social relationships with others called:**

**Sociability**

Hostility

Resentment

Supremacy

Page 42) • Sociability: Tendency to seek and enjoy social relationships with others

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

**To develop Asma's self confidence she should:**

Learn to rely mostly on intuition

**Develop a base of knowledge for problem solving**

Use enough negative self-talk to appear humble

Downplay acquiring a lot of facts

Page 47) 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

Page 44) Self-confidence is a product of gaining and using knowledge to do things.

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Ahmad communicates clearly and convincingly disarms conflicts to**

**builds strong personal bonds. Ahmad is very good in:**

Musical intelligence

**Choosing easy projects to avoid conflict**

Delegating

Relationship management

**Group Link:** <https://groups.google.com/group/vu-experts>

Disarm the opposition is a method of conflict resolution in which you disarm the criticizer by agreeing with his or her criticism of you. The act of agreeing is disarming if you agree with the

criticism, the criticizer no longer has reason to use his or her armament

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

**Which of the following is/are considered to be characteristics of a charismatic leader?**

Vision

Passion, enthusiasm and excitement

Sense of humor

**All the characteristics included**

Page 51) **Charisma:**

**a. 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.

**b. Passion, Enthusiasm, and Excitement.** Because of their contagious excitement, charismatic leaders stimulate group members. Enthusiasm helps build good relationships with team members, and excitement is contagious. The leader can express enthusiasm verbally and nonverbally through gestures, nonsexual touching, and so forth.

**c. Sense of Humor:**

Humor is a component of charisma, and a contributor to leadership effectiveness. Humor helps leaders influence people by reducing tension, relieving boredom, and defusing anger. The most effective form of humor is tied to the situation rather than telling rehearsed jokes.

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

**As a result of \_\_\_\_\_, people overestimate the probability that a given**

**member of a group will have an attribute of his or her category.**

**Stereotypes**

Discrimination

Prejudice

Bias

Page 59) As a result of stereotypes, people overestimate the probability that a given member of a group will have an attribute of his/her category.

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

**Ali has high-cultural sensitivity, so he is likely to:**

Regard people from different cultures as pretty much the same

Be too sensitive to criticism from people from different cultures

Recognize non verbal communications among cultures

**Overlook nuances in customs among cultures**

**Develop Cultural Sensitivity:**

To relate well to someone from a foreign country, a person must be alert to possible cultural

differences. **Cultural sensitivity** is an awareness of and a willingness to investigate the reasons why people of another culture act as they do. A person with cultural sensitivity will

**Group Link:** <https://groups.google.com/group/vu-experts>

recognize certain nuances in customs that will help build better relationships from cultural backgrounds other than his or her own. Raise your antenna and observe carefully what others are doing.

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

**Which of following is NOT one of the suggested techniques for overcoming crosscultural communication barriers?**

Listen for understanding. Not agreement

**Use commonly accepted business jargons**

Observe culture differences and etiquette

Be alert to cultural differences in customs and behavior

**Question No: 25 ( 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

Page 61) **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: 26 ( Marks: 1 ) - Please choose one**

**A person with a strong work ethics is likely to do all but prefer:**

Perform well on even minor tasks

**Get projects completed on time**

Ask a coworker to handle free-floating responsibility

Assume personal responsibility for problems

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

**A performance standard is a statement of what:**

You must do to get a raise

The worker must do to retain a job

You hope to accomplish on the job

**Constitutes acceptable performance**



Group Link: <https://groups.google.com/group/vu-experts>

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

**Which of following is suggested technique for uplifting ones selfconfidence?**

**Strive for peak performance**

Use negative visual imagery

Use negative self-talk

Develop a solid knowledge base

**Steps to build self-confidence:**

These are certain steps which can be followed to build up self-confidence

Write down Personal Assets and Achievements:

- Develop a Solid Knowledge Base:
- Use positive self talk:
- Avoid Negative Self-Talk:
- Use Positive Visual Imagery:
- Strive for Peak Performance:
- Bounce Back from Setbacks and Embarrassments:
- Get Past the Emotional Turmoil:
- Find a Creative Solution to Your Problem:

**PAPER 8**

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

**Which one of the following is the process of focusing on the stimuli that are important, large and intense?**

- ▶ Retrieve information
- ▶ Positive reinforcement
- ▶ **Overt perception**
- ▶ Perceptual selection

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

**All are the characteristics of the group EXCEPT:**

- ▶ Share common goals
- ▶ **One sided interaction**
- ▶ Belonging to the group
- ▶ Define themselves as members

Page 12) **Characteristics of Groups**

The following statements are characteristics of the groups.

- Its members share common goals.
- They engage in frequent interaction.
- They define themselves as members.
- They are defined by others as belonging to the group.
- They feel the group to be rewarding

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

**People of a religious sect, neighborhood, same caste and same profession are members of:**

- ▶ **In group**
- ▶ Out group

**Group Link:** <https://groups.google.com/group/vu-experts>

- ▶ Emergent group
- ▶ Secondary group

Page 13) **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: 4 ( Marks: 1 ) - Please choose one**

**A good contributor to positive attitudes is:**

- ▶ Pessimism
- ▶ **Optimism**
- ▶ Being a millionaire
- ▶ Low job satisfaction

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

**According to the need theory of motivation, unsatisfied needs motivate us until they:**

- ▶ **Become satisfied**
- ▶ Become frustrated
- ▶ Lead to working hard
- ▶ Lead to self-esteem

Page 19) Personal needs and wants motivate people until these are satisfied

**Question No: 6 ( 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**
- ▶ The difference between right and wrong
- ▶ When it is time to enhance self-esteem

Page 54) **Give Frequent Feedback on Performance:**

Feedback is informational and rewarding. Effective leaders inform employees how they can improve And praise them for things done right. Feedback is an informal kind of reward which encourages the Employees or workers.

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

**A person who develops a strong work ethic will automatically:**

- ▶ **Be strongly motivated**
- ▶ Be qualified for a supervisory position
- ▶ Behave in a highly ethical manner
- ▶ Develop a learning-goal orientation

**Develop a strong work ethic:** If you are committed to the idea that most work is valuable and

that it is joyful to work hard, you will automatically become strongly motivated.

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

**People most likely to be creative when they are motivated primarily by the:**

- ▶ Potential financial reward for being creative
- ▶ **Satisfaction and challenge of the work itself**

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Fear of job loss for not being creative
- ▶ Opportunity to obtain creative idea

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

**Intrinsic motivation contributes to creativity because it:**

- ▶ Satisfies the need for recognition and other awards
- ▶ Helps the problem-solver conform to the right way of thinking
- ▶ Provides the facts needed for creativity
- ▶ Enables the problem-solver to streamline the task

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

**All of the following are examples of self defeating behaviors EXCEPT:**

- ▶ Fear of intimacy
- ▶ Fear of rejection
- ▶ Losing temper
- ▶ **Proactive**

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

**A person can get benefit from criticism to overcome self defeating attitude by:**

- ▶ **See yourself at a distance**
- ▶ Ask for clarification and specifics
- ▶ Decide on a response
- ▶ All of the given options

**Question No: 12 ( Marks: 1 ) - Please choose one**

**Unwanted behaviors between males and females at workplaces defined as:**

- ▶ **Gender-based harassment**
- ▶ Gender discrimination
- ▶ Gender bias
- ▶ Harassment

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

**Conflict at work place and family can reduce through all of the following EXCEPT:**

- ▶ Flexible work schedules
- ▶ Dependent-care programs
- ▶ Compassionate attitudes toward individual needs
- ▶ **Conservative attitude**

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

**When working to achieve a win-win solution to a conflict, it is most effective to use:**

- ▶ Competition
- ▶ Confrontation and problem solving
- ▶ **Compromise**
- ▶ Forcing

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

**The most recommended way of resolving conflict is \_\_\_\_\_ and problem-solving.**

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Confrontation
- ▶ Competition
- ▶ Forcing
- ▶ **Compromise**

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

**All of the following are barriers to effective communication EXCEPT:**

- ▶ **Feedback**
- ▶ One-way communication
- ▶ Different interpretation of words
- ▶ Mixed signal from sender

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

**All of the following are suggestions for improving your listening skills EXCEPT:**

- ▶ sympathize with the speaker
- ▶ **empathize with the speaker**
- ▶ Maintain eye contact with the speaker
- ▶ Paraphrase the speaker

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

**The flow of information with people on the same level in an organizational hierarchy called:**

- ▶ Vertical communication
- ▶ **Horizontal communication**
- ▶ Grapevine communication
- ▶ Network communication

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

**Ahmad communicates clearly and convincingly disarms conflicts to build strong personal bonds. Ahmad is very good in:**

- ▶ Musical intelligence
- ▶ **Choosing easy projects to avoid conflict**
- ▶ Delegating
- ▶ Relationship management

**Question No: 20 ( Marks: 1 ) - Please choose one**

**A manager who shows consistency between his or her words and actions develops a reputation for:**

- ▶ Self-confidence
- ▶ Walk the talk
- ▶ **Emotional intelligence**
- ▶ High energy

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

**A typical act of a servant leader should be to:**

- ▶ Work for a salary no higher than that of group members
- ▶ Expect group members to act like his or her personal servant
- ▶ **Ask group members what they want to achieve**
- ▶ Volunteer to do custodial work for the department

Group Link: <https://groups.google.com/group/vu-experts>

Page 54) **Be a Servant Leader:**

A humanitarian approach to leadership is to be a **servant leader**, one who serves group members by working on their behalf to achieve their goals, not his or her goals. Help others to achieve their goals.

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

**The number of hours of vacation the members of a cultural group think is reflected in:**

- ▶ **Work orientation versus leisure orientation**
- ▶ High context versus low-context culture
- ▶ Formality versus informality
- ▶ Urgent time orientation versus casual time orientation

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

**Religious diversity is most likely to affect workplace behavior because religious practices sometimes influence:**

- ▶ Which hours and days people are willing to work
- ▶ Which gender a person is willing to work with
- ▶ Whether or not a person will accept a salary increase
- ▶ **Whether employees demand a place of worship on company premises**

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

**Assume that you want to start a good working relationship with a person from a high-context culture, which of the following would be an effective strategy?**

- ▶ Use nonverbal communication channels and body language extensively to communicate
- ▶ **Provide written communication so that your proposal is formally presented**
- ▶ Don't be concerned about building a relationship
- ▶ Be very conscious of time, rush to get started

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

**person with a strong work ethics:**

- ▶ **Has a firm belief in the dignity and value of work**
- ▶ Will generally be willing to work for low wages
- ▶ Is more ethical on the job than at home
- ▶ Prefers being ethical to working hard

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

**A performance standard is a statement of what:**

- ▶ You hope to accomplish on the job
- ▶ **Constitutes acceptable performance**
- ▶ You must do to get a raise
- ▶ The worker must do to retain a job

Page 65) A **performance standard** is a statement of what constitutes acceptable Performance

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



Group Link: <https://groups.google.com/group/vu-experts>

**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**

**Question No: 28 ( Marks: 1 ) - Please choose one**

**Which of the following is suggested way of being a team player?**

- ▶ Maintain honest and open relationships
- ▶ **Follow the golden rule**
- ▶ Make other people feel important
- ▶ The entire above are suggested ways

**Page 68) Be a Team Player**

When you are working with people then show team spirit. An essential strategy for cultivating peers

is to

function as a team player by such means as:

1. Share credit with co-workers.
2. Display a helpful, cooperative attitude.
3. To establish trust, keep confidential information private and give honest opinions.
4. Share information and opinions with co-workers.
5. Provide emotional support to co-workers.
6. Follow the golden rule (It means try to treat others the way you like to be treated by others)
7. Avoid actions that could sabotage or undermine the group in any way.
8. Attend company-sponsored social events.
9. Share the glory

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

**An employee who wants to be a good team player should:**

- ▶ Avoid giving information and opinions to others
- ▶ Avoid asking for favors from other team members
- ▶ Keep jokes to himself or herself
- ▶ **Provide emotional support to group members**

**Page 68) Be a Team Player**

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

**All of the following are behaviors and skills of effective leaders EXCEPT:**

- ▶ Practicing strong ethics
- ▶ **Setting medium expectations for employees**
- ▶ Developing partnerships with people
- ▶ Asking the right questions

**Question No: 31 ( Marks: 1 ) - Please choose one**

**The experience of feeling competent to cope with the basic challenges in life and being worthy of happiness is known as:**

- ▶ **Self-esteem**
- ▶ Arrogance

Group Link: <https://groups.google.com/group/vu-experts>

- ▶ Wishful thinking
- ▶ Self efficacy

**Question No: 32 ( Marks: 1 ) - Please choose one**

**Self-respect is another component of self-esteem. This refers to how you think and feel about yourself. A person with high self-esteem would also have high self-respect and could be expected to exhibit which of the following behaviors?**

- ▶ **Become highly self absorbed with personal matters**
- ▶ Focus on the needs of others
- ▶ Stay in relationships where they are mentally or physically abused
- ▶ Beg others for things that could be obtained from their own efforts

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

**We know that the communication cycle completes only when the \_\_\_\_\_ step has been taken.**

- ▶ **Action**
- ▶ Decoding
- ▶ Ideation
- ▶ Encoding

**Question No: 34 ( Marks: 1 ) - Please choose one**

**While setting a goal, a person with high self-efficacy is likely to:**

- ▶ Avoid goal setting
- ▶ Set very low goals
- ▶ **Think that more goals are realistic**
- ▶ Think that fewer goals are realistic

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

**Robina has the ability to find relevant information, to find connections between the old and the new to see the "big picture." Robina has:**

- ▶ Problems
- ▶ A strong personality
- ▶ **Insight**
- ▶ A lack of concern for details

**Question No: 36 ( Marks: 1 ) - Please choose one**

**A person is communicating about himself or herself in public, he/she is showing:**

- ▶ Self-concept
- ▶ Perceived self
- ▶ Private self
- ▶ **Projected self**

Page 01) **2. Projected Self:** What the person would like to project in public.

**Question No: 37 ( Marks: 1 ) - Please choose one**

**Which type of personality is commonly associated with stress?**

- ▶ Type A
- ▶ **Type B**
- ▶ Inner directed
- ▶ Traditional

Group Link: <https://groups.google.com/group/vu-experts>

## 2. Type B

The Type B personality is the opposite of Type A which is commonly associated with stress and is usually liked by the organizations today.

**Question No: 38 ( Marks: 1 ) - Please choose one**

Ali was working in a technical department; his manager transferred him to purchase department on better package for enhancing profitability of the organization due to his hard work. It shows what kind of situation?

- ▶ Lose-lose
- ▶ **Win-win**
- ▶ Lose-win
- ▶ Win-lose

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

Ali, supervisor of assembly line, receives an order from the production manager. This is an example of:

- ▶ Informal communication
- ▶ **Downward communication**
- ▶ Lateral communication
- ▶ Circular communication

**Question No: 40 ( Marks: 1 ) - Please choose one**

Bouncing back from setbacks and embarrassment is often referred as:

- ▶ **Resilience**
- ▶ Jumping
- ▶ Helping
- ▶ Driving

Page 47) An effective confidence builder is to convince yourself that you can conquer adversity such as setbacks and embarrassments, thus being resilient.