

Solved by Sahar Afshan & Ramiz Nisar

PAPER # 01

MIDTERM EXAMINATION

Spring 2010

HRM627- Human Resource Development (Session - 6)

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

Temperature, clothes and environment etc. relates to:

- ▶ Gustatory Sub modalities
- ▶ Auditory Sub modalities
- ▶ **Kinesthetic Sub modalities**
- ▶ Visual Sub modalities

Page 38) finally, focus on **kinesthetic sub modalities**. As you remember this pleasurable experience, how does changing the various kinesthetic elements intensify or decrease your pleasure? Does raising **the temperature** make you feel more comfortable, or does it drive you up the wall? Focus on your breathing.

1. Vision (VISUAL)
2. Hearing (AUDITORY)
3. Touch (KINESTHETIC)
4. Taste (GUSTATORY)
5. Smell (OLFACTION)

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

Which of the followings is part of the attitude that refers to the beliefs, opinions, knowledge or information held by a person?

- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Affective component
- ▶ Environmental component

Page 05) the **cognitive component** of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person.

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

If Mr. B has a belief that “discrimination is wrong” and he starts avoiding Mr. C because he discriminates against women. This refers to which of the following?

- ▶ Affective component
- ▶ Cognitive component
- ▶ **Behavioral component**
- ▶ Environmental component

Page 05) to better understand the concept of attitudes, we should look at an attitude as made up of three components: cognition, affect, and behavior. The *cognitive component* of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person. The belief that "discrimination is wrong" illustrates cognition. The *affective component* of an attitude is the emotional or feeling part of an attitude. Using our earlier example, this component would be reflected by the statement, "I don't like Ali because he discriminates against women".

Finally, affect can lead to behavioral outcomes. The *behavioral component* of an attitude refers to an intention to behave in a certain way toward someone or something. To continue our example, I might choose to **avoid Ali because of my feelings about him.**

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

An individual who is shy and withdrawn, and focuses on understanding the world is described as an:

▶ **Introvert**

- ▶ Sensing
- ▶ Perceptive
- ▶ Intuitive

Page 06) an individual who's shy and withdrawn and focuses on understanding the world is described as an introvert.

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

Degree to which people like or dislike themselves is known as:

- ▶ Self-monitoring
- ▶ Locus of control
- ▶ **Self-esteem**
- ▶ Stereotyping

3. Self-esteem

People differ in the degree to which they like or dislike themselves. Self esteem determines the expectation of success by an individual. People having high self esteem believe that they possess the ability to succeed at work.

<http://www.notesforexams.com/?p=39>

Or

<http://www.docstoc.com/docs/6522732/Personality-and-Emotions>

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

The performance of which type of people will decrease under monotonous conditions?

- ▶ Low on extraversion
- ▶ **High on extraversion**
- ▶ Low on conscientiousness
- ▶ High on conscientiousness

Handouts Page 13

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

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

- ▶ Extraversion
- ▶ **Openness to experience**
- ▶ Conscientiousness
- ▶ Emotional stability

Page 07) 5. **Openness to experience:** The degree to which someone is imaginative, artistically sensitive, and intellectual.

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

The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:

- ▶ Social
- ▶ Safety
- ▶ **Esteem (Correct)**
- ▶ Security

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

Impersonal communication occurs when:

- ▶ We interact spontaneously with other people
- ▶ We practice other-centered communication
- ▶ **We treat people as objects**
- ▶ We interact spontaneously and practice other-centered communication

Page 24) **Communication:** In an I-It relationship, we treat others impersonally, almost as objects.

Or

http://docs.google.com/viewer?a=v&q=cache:D4s-99QwatEJ:commfaculty.fullerton.edu/jhayes/000-Web-HCOM100/005-Other%2520TA's%2520Work/INTERPERSONAL.NOTEtextlec_veit.doc+Impersonal+communication+occurs+when:&hl=en&gl=pk&pid=bl&srcid=ADGEEShIYbXBtWGF5CZ7KbTmxdT3irTVs2yXjPHHGF4KWNxmfxK-0FqKsXpyQxE1GHwsJZa1QxMLFXtUXK5Sa3hcuIRNSXzhuwo2uKW57DHc45pkOcd7lgei-wLwqh1rmNfTP901B4&sig=AHIEtbThmoi7_f2X5OMTCiHf2fiLkQOgPQ

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

According to Watzlawick, Beavin and Jackson, interpersonal communication has _____ levels of meaning.

- ▶ Three
- ▶ Four
- ▶ Five
- ▶ **Two**

This is because interpersonal **communication** has **two levels of meaning** (Watzlawick, Beavin, & Jackson, 1967). The **first level**, called the **content meaning**, deals with literal or denotative meaning. If a parent says to a five year old **child**, 'clean your room now,' the content meaning is that the room is to be cleaned. **The second level is the relationship meaning**. This refers to what communication expresses about relationship between communicators.
<http://free-books-online.org/management/human-resource-development-management/interpersonal-communication-2/>

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

From 1985 to 2000, the number of most democratic countries in the world increased from:

- ▶ 40 to 56
- ▶ 56 to 74
- ▶ **44 to 82**
- ▶ 82 to 93

Page 41) from 1985 to 2000, the number of most democratic countries in the world increased from **44 to 82**

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

What is the type of conflicts that supports a group's goals and improves its performance?

- ▶ Dysfunctional conflict
- ▶ **Functional conflict**
- ▶ Task conflict
- ▶ Relationship conflict

Depending on what type of conflict it is, conflict can be good or bad. **Functional conflict is conflict that supports the goals of the group and improves its performance**. Dysfunctional conflict is that which hinders group performance.
<http://www.psychologycampus.com/industrial-psychology/group-behaviour.html>

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

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

- ▶ Reward power
- ▶ Coercive power
- ▶ Legitimate power
- ▶ **Expert power**

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

Which of the following dimensions of trust deals with willingness to freely share ideas and information?

- ▶ **Openness**
- ▶ Loyalty
- ▶ Consistency
- ▶ Integrity

http://wps.prenhall.com/bp_robbins_fom_6/81/20984/5371960.cw/index.html

See Question#18 on this link

Or,

http://books.google.com.pk/books?id=uRBFlrflYpkC&pg=PA388&lpg=PA388&dq=Which+of+the+following+dimensions+of+trust+deals+with+willingness+to+protect+a+person,+physically+and+emotionally?&source=bl&ots=NhXAPXWkT9&sig=8CFDFyl7fizKWaojcKaIM_oOd6A&hl=en&ei=mKqUTfu4DcvyrQevyoinCw&sa=X&oi=book_result&ct=result&resnum=6&ved=0CCcQ6AEwBTgK#v=onepage&q&f=false

At bottom of the page

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

Which stage of group development is characterized by intragroup conflict?

- ▶ Norming
- ▶ **Storming**
- ▶ Adjourning
- ▶ Forming

Page 53) Storming: The second stage of group development, which is characterized by intragroup conflict.

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

Which of the following is true about a group?

- ▶ Interacting individuals who come together to achieve particular goals
- ▶ Interdependent individuals who come together to achieve particular goals
- ▶ **Interacting and interdependent individuals who come together to achieve particular goals**
- ▶ Two or more interacting and interdependent individuals

Page 53) WHAT IS A GROUP?

A group is defined as two or more **interacting and interdependent individuals who come together to achieve particular goals.**

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

Which of the following is NOT a type of teams?

- ▶ Functional team
- ▶ **Focus team**
- ▶ Cross functional team
- ▶ Virtual team

Page 55) TYPES OF TEAMS

Functional Team

Self-Managed Team

Virtual Team

Cross-Functional Team

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

Human development index (HDI) varies within certain Minimum and Maximum limits. A HDI at 0.4 is considered as:

- ▶ Average development
- ▶ **Low development**
- ▶ High development
- ▶ Intermediate development

A HDI between 1 and 0.8 is considered high, 0.8 and 0.6 is considered medium and 0.6 to 0.4 is considered low.

http://en.wikipedia.org/wiki/Development_geography#Composite_indicators

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

Human development index of Pakistan was 0.551 in 2005, published in 2007 and is:

- ▶ **Increasing**
- ▶ Decreasing
- ▶ Constant
- ▶ Excellent

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Human development index of Nepal was 0.534 in 2005, published in 2007 and is:

- ▶ **Increasing**
- ▶ Decreasing
- ▶ Constant
- ▶ Facing change

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Governance is a process of:

- ▶ **Decision making and decision implementing**
- ▶ Decision implementing and decision monitoring
- ▶ Decision making and decision processing
- ▶ Decision making and decision monitoring

Page 58) Governance means the process of decision making and the process by which decisions are implemented or otherwise?

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

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

- ▶ Information
- ▶ Knowledge decision making
- ▶ Empowerment and decision implementation
- ▶ **All of the given options**

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

Human Development Index (HDI) is a:

- ▶ **Comparative measure**
- ▶ Proportional measure
- ▶ Distributive measure
- ▶ Relativistic measure

Page 64) The **Human Development Index (HDI)** is a comparative measure of life expectancy, literacy, education, and standard of living for countries worldwide.

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

According to McClelland's three needs theory of motivation, a good salesperson can probably high in which need?

- ▶ **Need for achievement**
- ▶ Need for power
- ▶ Need for affiliation

http://wps.pearsoncustom.com/pcp_coco_prinmanage/62/15879/4065106.cw/content/index.html

See Question#05 on this link

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

Which of the following states that 'employers should use reward systems that are fair and open, conforming to both distributive and procedural justice perceptions of the employees'?

- ▶ Expectancy theory
- ▶ Reinforcement theory
- ▶ **Equity theory**
- ▶ Attribution theory

http://wps.pearsoncustom.com/pcp_coco_prinmanage/62/15879/4065106.cw/content/index.html

See Question#19 on this link

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

Job sharing and telecommuting are two forms of _____ work schedules.

- ▶ Compressed
- ▶ Strict
- ▶ **Flexible**
- ▶ All of the given options

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

Scholars estimate that nonverbal behaviour contributes _____ to the total meaning of communication.

- ▶ 10% to 25%
- ▶ 30% to 45%
- ▶ 50% to 63%

▶ **65% to 93%**

Page 28) Scholars estimate that nonverbal behavior accounts for 65% to 93% of the total meaning of communication.

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

When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:

- ▶ Stereotyping
- ▶ Halo effect

▶ **Attitude**

▶ Behavior

Question No: 29 (Marks: 3)

Give your views about the importance of group decision making?

Question No: 30 (Marks: 3)

What are the ingredients of a balanced diet?

Question No: 31 (Marks: 5)

What factors distort communication of emotions?

Question No: 32 (Marks: 5)

Differentiate between cross-functional team and functional teams.

PAPER # 02

MIDTERM EXAMINATION

Fall 2009

HRM627 - Human Resource Development

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

The ability to manage one's own emotions and impulses is called:

. Self-awareness

. Self-motivation

Self-management

. Self monitoring

Page 07) Self-management: The ability to manage one's own emotions and impulses

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

If Mr. A has a belief that “discrimination is wrong”, then what will be his feeling about a person who discriminates against minorities?

. Appreciates him

. Like him

Does not like him

. Starts fighting with him

Page 05) To better understand the concept of attitudes, we should look at an attitude as made up of three components: cognition, affect, and behavior. The *cognitive component* of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person. The belief that “discrimination is wrong” illustrates cognition. The *affective component* of an attitude is the emotional or feeling part of an attitude. Using our earlier example, this component would be reflected by the statement, “**I don't like Ali because he discriminates** against women”. Finally, affect can lead to behavioral outcomes. The *behavioral component* of an attitude refers to an intention to behave in a certain way toward someone or something. To continue our example, I might choose to avoid Ali because of my feelings about him. Looking at attitudes as being made up of three components – cognition, affect, and behavior – helps show the complexity of attitudes. But for the sake of clarity, keep in mind that the term attitude usually refers only to the affective component.

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

An individual who is shy and withdrawn, and focuses on understanding the world

is described as an:

Introvert

. Sensing

. Perceptive

. Intuitive

Page 06) 1. *Social interactions*: Extrovert or Introvert (E or I). An extrovert is someone who is outgoing, dominant, and often aggressive and who wants to change the world. Extroverts need a work environment that is varied and action oriented, that lets them be with others, and that gives them a variety of experiences. **An individual who's shy and withdrawn and focuses on understanding the world is described as an introvert.** Introverts prefer a work environment that is quiet and concentrated, that lets them be alone, and that gives them a chance to explore in depth a limited set of experiences.

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

Negative inequity is generated when an individual feels that he/ she received a

reward which is:

- . More than that of other people
- . Equal to that of others
- . Not sufficient for his/ her needs

Less than that of other people

Negative inequity (below expected level) and positive inequity (above expected level)
Or

http://books.google.com.pk/books?id=VE3GvaAEU0sC&pg=PA176&lpg=PA176&dq=Negative+inequity&source=bl&ots=-FODpDmvMX&sig=gK7mZRVQqsZto-qZFcYL2TI3MTg&hl=en&ei=BLSQTF_5NpGKvQPLzMSoDQ&sa=X&oi=book_result&ct=result&resnum=6&ved=0CC8Q6AEwBQ#v=onepage&q=Negative%20inequity&f=false

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

From 1985 to 2000, the number of most authoritarian countries in the world declined from:

- . 80 to 64
- . 65 to 10
- 67 to 26**
- . 42 to 12

Page 41) The 20th Century is therefore labeled as the “century of democracy” as the older versions of democracy improved in quality and further experience was gained in governance through democracy and one can witness that from **1985 to 2000**, the number of most democratic countries in the world increased from 44 to 82 and **the number of authoritarian regimes declined from 67 to 26** (Ringen, 2004).

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

According to the Big-Five Model, which of the following is the personality dimension that explains the degree to which someone is imaginative, artistically sensitive, and intellectual?

- . Extraversion
- Openness to experience**
- . Conscientiousness
- . Emotional stability

Page 07) 5. **Openness to experience:** The degree to which someone is imaginative, artistically sensitive, and intellectual.

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

In his research, Herzberg asked his respondents to:

. Indicate when they felt exceptionally good or bad about their job

- . Complete a well-known satisfaction inventory
- Identify hygiene factors
- . Indicate the level of their morale

<http://books.google.com.pk/books?id=CkqeSb7JH0IC&pg=PA195&lpg=PA195&dq=In+his+research,+Herzberg+asked+his+respondents+to&source=bl&ots=Ja4NM->

[lbyl&sig=CCw_E7rleCm1i0LR7JyzweBRIBE&hl=en&ei=xbiQTammEYOyuAOI_6GvDQ&sa=X&oi=book_result&ct=result&resnum=4&ved=0CCUQ6AEwAw#v=onepage&q=respondents%20to&f=false](https://www.studocu.com/row/document/University-of-Northern-Iowa/psychology/psychology-exam-1-answers/123456789)

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

“Can you shed some light on it?” is a common expression based on:

- . Auditory sub-modalities
- Kinesthetic sub-modalities
- . Gustatory sub-modalities

. Visual sub-modalities

1. Vision (VISUAL)
2. Hearing (AUDITORY)
3. Touch (KINESTHETIC)
4. Taste (GUSTATORY)
5. Smell (OLFACTION)

Page 36) For example, if you tend to focus upon you **visual modalities**, the amount of enjoyment you can get from a particular memory is probably a direct consequence of the sub modalities of size, color, **brightness**, distance, and amount of movement in the visual image you’ve made of it.

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

A worker with perceived negative inequity is likely to change work inputs or

. Leave the situation

- . Ask for a raise
- . Work more hours
- Come to work early

<http://www.ou.edu/faculty/M/Jorge.L.Mendoza-1/psy4753.htm>
see question#26 on this link..

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

Human development index considers all of the following variables, EXCEPT:

Adult education

- . Life expectancy
- . Literacy
- . Standard of living

Ref: Page 64. The **Human Development Index (HDI)** is a comparative measure of life expectancy, literacy, education, and standard of living for countries worldwide.

The statistic is composed from data on life expectancy, education and per-capita GNI (as an indicator of standard of living or income) collected at the national level
http://en.wikipedia.org/wiki/Human_Development_Index

Question No: 11 (Marks: 1) - Please choose one
Which of the following is true about a group?

. Interacting individuals who come together to achieve particular goals
Interdependent individuals who come together to achieve particular goals

. **Interacting and interdependent individuals who come together to achieve particular goals**

. Two or more interacting and interdependent individuals

Page 53) WHAT IS A GROUP?

A group is defined as two or more **interacting and interdependent individuals who come together to achieve particular goals.**

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. **Increasing**

Decreasing

. Constant

. Facing change

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Good Political Governance emphasizes the role of:

. Accountability and Efficiency

. Transparency and Effectiveness

. Accountability and Transparency

. **Effectiveness and Efficiency**

Page 58) Good Governance has eight major characteristics:

1) Participation:

2) Rule of Law

3) Transparency:

4) Responsiveness:

5) Consensus Orientation:

6) Equity:

7) Effectiveness and Efficiency:

8) Accountability:

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

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

. Information

. Knowledge decision making

. Empowerment and decision implementation

. **All of the given options**

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

Human Development Index (HDI) is a:

Comparative measure

- . Proportional measure
- . Distributive measure
- . Relativistic measure

Page 64) The **Human Development Index (HDI)** is a comparative measure of life expectancy, literacy, education, and standard of living for countries worldwide.

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

A '7' degree on the freedom scale used in World Freedom Reports means that the country is:

- . Free
- . Least free**
- . In consideration to be freed
- . Moderately free

Page 69) Freedom in the World, on the degree of democratic freedoms in nations and significant disputed territories around the world, by which it seeks to assess the current state of civil and political rights on a scale from 1 (most free) to 7 (**least free**).

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

Work teams are _____ made up of interdependent individuals who are responsible for attainment of a goal.

Formal groups

- . Informal groups
- . Unstructured groups
- . Sample group

Page 55) Work teams are formal groups made up of interdependent individuals who are responsible for attainment of a goal.

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

People who are low on neuroticism are:

More stable

- . Less stable
- . Unstable
- . None of the given options

Page 16 (Handouts)

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

For determining the degree of freedom, Nations are ranked on a scale of ____ on several questions.

. 0 – 4

- . 0 – 5
- . 1 – 4
- . 1 – 10

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

Which of the following is a process that gives meaning to our environment by organizing and interpreting our sensory impressions?

. Locus of control

Perception

. Selectivity

. Self-monitoring

Page 09) Perception is a process by which individuals give meaning to their environment by organizing and interpreting their sensory impressions.

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

Which of the following is not the trait of people high on Intrinsic Motivation (IM)?

. Well planned

. Self determined

Self directed

. Risk taker

Page 20 (Handouts)

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

According to Maslow, which of the following are considered to be higher-order needs?

. Self-actualisation and Safety

. Self-actualisation and Existence

. Esteem and Relatedness

Esteem and Self-actualisation (Correct)

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

Hertzberg's theory does not include:

. Satisfiers

. Hygiene factors

. Equity

Job content factors

Page 21) 3. Herzberg's Motivation – hygiene theory

The motivation theory that intrinsic factors are related to job satisfaction and motivation, whereas extrinsic

factors are associated with job dissatisfaction.

Hygiene factors: Factors that eliminate job dissatisfaction but don't motivate.

Motivators: Factors that increase job satisfaction and motivation. These factors are intrinsic.

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

Which of the following expressions is based on kinesthetic sub-modality?

. Junaid's room is in an apple-pie order

- . She sung so well
- . Ali was completely immersed to his mid-term exams
- Chinese food does not magnetize his taste

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

When we find a student guilty of using unfair means in exam and conclude that all the students are cheaters, corresponds to:

Stereotyping

. Halo effect

. Attitude

. Behavior

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

If you don't study for an exam because you don't think it will help your exam grade, this refers to which component of Expectancy theory?

. Valence

. Instrumentality

Expectancy

. Effort

5. Expectancy theory

The theory that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual.

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

The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:

. A drive

An effort

. A goal

. A need

Page 21) Need: An internal state that makes certain outcomes appears attractive.

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

Goal setting theory states that in order to have superior motivators, goals should be:

Specific and challenging

. General and encouraging

. So hard that they are beyond the employee's skills level

. So that they can be easily reached

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

Job sharing and telecommuting are two forms of _____ work schedules.

. Compressed

Strict

. Flexible

. All of the given options

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

When full-time production employees work for "10-hour days" each week, their company is using _____.

- . Flextime
- . Telecommuting
- . Job sharing

A compressed workweek

Page 23) Compressed workweek

A workweek in which employees work longer hours per day but fewer days per week

PAPER # 03

MIDTERM EXAMINATION

Spring 2009

HRM627- Human Resource Development (Session - 1)

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

Which of the following relates to developing people and the circumstances around them?

- Human resource management
- **Human resource development**
- Strategic human resource management
- Personnel administration

Ref: The few countries that have been able to meet both these challenges have demonstrated the importance of investing in developing people and improving the quality of their life through the adoption of human resource development strategies.

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

People make things happen but they require a set of _____ to do so.

Values
Traditions

Circumstances

Principles

Ref: People make things happen. If people have to make things happen, they need a set of 'circumstances' to make them happen.

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

Which of the following does not come under the negative pole of agreeableness?

- Hostility
- **Warm**
- Disdainful
- Bossy

Ref: Page 14

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

The positive pole of openness to experience includes all of the following, EXCEPT:

- Cultured
- Intelligent
- **Simple**
- Imaginative

Ref: Page 16

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

In his research, Herzberg asked his respondents to:

- **Indicate when they felt exceptionally good or bad about their job**
- Complete a well-known satisfaction inventory
- Identify hygiene factors
- Indicate the level of their morale

Ref :

http://books.google.com.pk/books?id=CkqeSb7JH0IC&pg=PA195&lpg=PA195&dq=In+his+research,+Herzberg+asked+his+respondents+to&source=bl&ots=Ja4NM-IbyI&sig=CCw_E7rleCm1i0LR7JyzweBRIBE&hl=en&ei=xbiQTammEYOyuAOI_6GvDQ&sa=X&oi=book_result&ct=result&resnum=4&ved=0CCUQ6AEwAw#v=onepage&q=respondents%20to&f=false

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

A maintenance worker at a nuclear power plant recognizes that her job is important to society at large. This is an example of which core dimension of the job characteristics model?

- Skill variety
- Task identity
- Autonomy
- **Task significance**

Ref: Task significance: The degree to which a job has a substantial on the lives or work of other people.

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

Paralanguage refers to which of the following?

- Two different languages
- Two different meanings in one language
- Various meanings in various languages
- **Vocal messages of pitch, rate and loudness**

See page 30) Handouts

http://www.oup.com/us/companion.websites/9780195336122/student_resources/chapter5/tests/mc_quiz/?view=usa

See question#01 on this link

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

When the sender of a message does not get the expected response from the receiver, _____ transaction occurs.

- **Crossed**
- Complementary
- Ulterior
- Apparent

Ref: Crossed transactions occur when the sender of the message does not get the expected response from the receiver. Page 33.

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

Which period/century is labeled as the “Century of Democracy”?

- Renaissance period
- 19th century
- **20th century**
- 21st century

Ref: The 20th Century is therefore labeled as the “century of democracy” Page 41

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

In which country, the leaders are expected to be paternalistic towards the employees?

- **Korea**
- America
- Pakistan
- Japan

Ref: Korean leaders are expected to- be paternalistic toward employees.

Link : <http://www.citeman.com/808-relationship-between-leadership-culture/>

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

Which of the following is true about a group?

- Interacting individuals who come together to achieve particular goals
- Interdependent individuals who come together to achieve particular goals
- **Interacting and interdependent individuals who come together to achieve particular goals**
- Two or more interacting and interdependent individuals

Page 53) WHAT IS A GROUP?

A group is defined as two or more interacting and interdependent individuals who come together to achieve particular goals.

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

A HDI (Human Development Index) _____ is considered to represent low development.

- **Below 0.5**
- 0.8 or more
- Between 0 and 1
- Below 0

Ref: A HDI below 0.5 is considered to represent low development. Page 66.

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

Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:

- **Increasing**
- Decreasing
- Constant
- Facing big change

Ref:

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Human development index of Nepal was 0.534 in 2005, published in 2007 and is:

- **Increasing**
- Decreasing
- Constant
- Facing change

Ref:

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

All of the following are characteristics of good governance, EXCEPT:

- Equity
- **Dependability**
- Consensus
- Participation

Ref: Page 58

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

Human Development Index (HDI) is a:

- **Comparative measure**
- Proportional measure
- Distributive measure
- Relativistic measure

Ref: The **Human Development Index (HDI)** is a comparative measure. Page 64.

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

Which of the following is not a proposition of Personality & Intrinsic Motivation (IM) Link?

- People high on conscientiousness would be high on IM
- People high on Extraversion would be high on IM
- **People high on Agreeableness would have moderate IM**
- People high on Neuroticism would be high in IM

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

According to the report in 2003 by Freedom House, which country was dubbed as not free?

- Nigeria
- **North Korea**
- Pakistan
- Mozambique

Ref: In its 2003 report, for example, Canada (judged as fully free and democratic) got a perfect score of a "1" in civil liberties and a "1" in political rights, earning it the designation of "free." Nigeria got a "5" and a "4," earning it the designation of "partly free," while North Korea scored the lowest rank of "7-7," and was thus dubbed "not free."

Link

http://en.wikipedia.org/wiki/Freedom_House

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

Work teams are _____ made up of interdependent individuals who are responsible for attainment of a goal.

- **Formal groups**
- Informal groups
- Unstructured groups
- Sample group

Ref: Work teams are formal groups made up of interdependent individuals who are responsible for attainment of a goal. Page 55.

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

Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?

- **Self-managed Team**
- Functional team
- Cross functional team

- Virtual team

Ref: Self-Managed Team

A type of work team that operates without a manager and is responsible for a complete work process or segment. Page 55.

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

Which of the following is not a component of attitude?

- Cognition
- Affect
- Behavior

➤ **Opinion**

Ref: The three components of attitudes are as follows:

- 1) A- affective component
- 2) B- behavioural component
- 3) C-cognitive component

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

Which of the following is not the trait of people high on Intrinsic Motivation (IM)?

- Well planned
- Self determined
- Self directed

➤ **Risk taker**

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

If you don't study for an exam because you don't think it will help your exam grade, this refers to which component of Expectancy theory?

- Valence
- Instrumentality

➤ **Expectancy**

- Effort

Ref: Expectancy: Can I study for this exam and learn the material?

Instrumentality: If I study for this exam, will I get a good grade? (If you think studying hard will not get you a good grade, then there is low instrumentality between studying and your grade)

Valence: Do I care if I do well on this exam?

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

The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:

- A drive
- An effort
- A goal

➤ **A need**

Page 21) Need: An internal state that makes certain outcomes appears attractive.

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

Which of the following is among the factors that Hertzberg listed as hygiene factors, or dissatisfies?

- A sense of achievement
- An increased sense of responsibility
- **Good working conditions**
- Intrinsic rewards

Ref:

http://www.valuebasedmanagement.net/methods_hertzberg_two_factor_theory.html

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

Goal setting theory states that in order to have superior motivators, goals should be:

- **Specific and challenging**
- General and encouraging
- So hard that they are beyond the employee's skills level
- So that they can be easily reached

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

When full-time production employees work for "10-hour days" each week, their company is using _____.

- Flextime
- Telecommuting
- Job sharing
- **A compressed workweek**

Page 23) Compressed workweek

A workweek in which employees work longer hours per day but fewer days per week

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

The fact that we may receive several nonverbal messages at once, it indicates that nonverbal communication is:

- Ambiguous
- Distracting
- **Multi-channeled**
- Non-linguistic

http://wps.ablongman.com/ab_introcomm_studysite_1/59/15323/3922774.cw/-/10307490/index.html

See Question#10 on this link.

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

Which of the following expressions is based on kinesthetic sub-modality?

➤ **Junaid's room is in an apple-pie order**

- She sung so well
- Ali was completely immersed to his mid-term exams
- Chinese food does not magnetize his taste

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

Which one of the following is the modality of Neuro-linguistic programming?

- Artifacts
- Chronemics
- **Kinesthetic**
- Haptics

The 5 NLP representational systems are visual, auditory, kinesthetic (sensations, touch and feelings), olfactory and gustatory.

Article Source: <http://EzineArticles.com/832268>

PAPER # 04

MIDTERM EXAMINATION HRM627 - Human Resource Development

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

If Mr. A has a belief that “discrimination is wrong”, then what will be his feeling about a person who discriminates against minorities?

- ▶ Appreciates him
- ▶ Like him
- ▶ **Does not like him**
- ▶ Starts fighting with him

Page 05) To better understand the concept of attitudes, we should look at an attitude as made up of three components: cognition, affect, and behavior. The *cognitive component* of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person. The belief that “discrimination is wrong” illustrates cognition. The *affective component* of an attitude is the emotional or feeling part of an

attitude. Using our earlier example, this component would be reflected by the statement, "I don't like Ali because he discriminates against women". Finally, affect can lead to behavioral outcomes. The *behavioral component* of an attitude refers to an intention to behave in a certain way toward someone or something. To continue our example, I might choose to avoid Ali because of my feelings about him. Looking at attitudes as being made up of three components – cognition, affect, and behavior – helps show the complexity of attitudes. But for the sake of clarity, keep in mind that the term attitude usually refers only to the affective component.

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

The ability to manage one's own emotions and impulses is called:

- ▶ Self-awareness
- ▶ Self-motivation
- ▶ **Self-management**
- ▶ Self monitoring

Page 07) Self-management: The ability to manage one's own emotions and impulses

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

Which of the following is the most extensively researched trait of Big five model?

- ▶ Conscientiousness
- ▶ Emotional stability
- ▶ **Extraversion**
- ▶ Agreeableness

http://books.google.com.pk/books?id=qW8DnmDBnOQC&pg=PA381&dq=most+extensively+researched+trait+of+Big+five+model&hl=en&ei=ZrGRTZvLIZC-uwP0jsHxBw&sa=X&oi=book_result&ct=result&resnum=10&ved=0CFkQ6AEwCQ#v=onepage&q=most%20extensively%20researched%20trait%20of%20Big%20five%20model&f=false

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

The positive pole of extraversion includes all of the following, EXCEPT:

- ▶ Sociability
- ▶ Assertiveness
- ▶ **Logical**
- ▶ Gregarious

Page 13) Handouts

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

Which of the following does not come under the negative pole of agreeableness?

- ▶ Hostility

▶ **Warm**

- ▶ Disdainful
- ▶ Bossy

Page 14) Handouts

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

Asking someone the meaning of his statement is an example of:

- ▶ Verbal aggressiveness
- ▶ Rejection
- ▶ **Metacommunication**
- ▶ Insensitivity

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

Which of the following is the most powerful nonverbal cue?

- ▶ Silence
- ▶ Touch

► **Eye contact**

- Facial expression

http://wps.ablongman.com/ab_introcomm_studysite_1/59/15323/3922774.cw/-/10307490/index.html

See Question#16 on this link.

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

Transactional Analysis is supported by the philosophy that:

- People can change
- We all have a right to be in the world and be accepted
- Quality of work life can be improved

► **All of the given options**

http://books.google.com.pk/books?id=QtlKsZQ6dyEC&pg=RA1-PT13&dq=Transactional+Analysis+is+supported+by+the+philosophy+that&hl=en&ei=h8CRTbfTMlbsvQOe99nxBw&sa=X&oi=book_result&ct=result&resnum=6&ved=0CD8Q6AEwBTgK#v=onepage&q&f=false

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

Which period/century is labeled as the “Century of Democracy”?

- Renaissance period
- 19th century

► **20th century**

- 21st century

Page 41) the 20th Century is therefore labeled as the “century of democracy” as the older versions of democracy

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

Which of the following power is an influence that is based on expertise, special skills, or knowledge?

- ▶ Reward power
- ▶ Coercive power
- ▶ Legitimate power

▶ **Expert power**

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

Which of the following power arises because of a person's desirable resources or personal traits?

- ▶ Reward power
- ▶ Coercive power

▶ **Referent power**

- ▶ Expert power

Referent Power - What is it?

Robbins & Coulter define referent power as "Power that arises because of a person's desirable resources or personal traits". (Robbins & Coulter, 2007, p. 505) But the results of my research reveal that it is more so the influence that person A (the agent) wields over person B (the target person) due to the target's desire

<http://www.opppapers.com/essays/Referent-Power-Leadership/170919>

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

Which stage of group development is characterized by intragroup conflict?

- ▶ Norming
- ▶ **Storming**
- ▶ Adjourning
- ▶ Forming

Page 53) Storming: The second stage of group development, which is characterized by intragroup conflict.

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

Which of the following is true about a group?

- ▶ Interacting individuals who come together to achieve particular goals
- ▶ Interdependent individuals who come together to achieve particular goals
- ▶ **Interacting and interdependent individuals who come together to achieve particular goals**
- ▶ Two or more interacting and interdependent individuals

Page 53) WHAT IS A GROUP?

A group is defined as two or more **interacting and interdependent individuals who come together to achieve particular goals.**

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

Human development index of Bangladesh was 0.551 in 2005, published in 2007 and is:

- ▶ **Increasing**
- ▶ Decreasing
- ▶ Constant
- ▶ Facing big change

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Which of the following is NOT an aspect of Sustainable Human Development?

- ▶ Empowerment
- ▶ **Responsiveness**
- ▶ Sustainability
- ▶ Equity

Page 58) There are five aspects to sustainable human development all affecting the living of the poor & vulnerable.

- 1) Empowerment:
- 2) Co-operation:
- 3) Equity:
- 4) Sustainability:
- 5) Security:

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

Governance is a process of:

▶ **Decision making and decision implementing**

- ▶ Decision implementing and decision monitoring
- ▶ Decision making and decision processing
- ▶ Decision making and decision monitoring

Page 58) Governance means the process of decision making and the process by which decisions are implemented or otherwise?

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

“Doing an activity or behavior voluntarily for its own sake, for the inherent satisfaction and pleasure derived from participation” well defines:

▶ **Intrinsic Motivation**

- ▶ Extrinsic Motivation
- ▶ Conscientiousness
- ▶ Machiavellianism

Page 17) “intrinsic motivation refers to doing an activity or behavior voluntarily for its own sake, and the inherent pleasure and satisfaction derived from participation

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

The term “Gross National Happiness” was coined in:

- ▶ 1950
- ▶ 1965
- ▶ **1972**
- ▶ 1985

Page 73) Gross National Happiness (GNH) is an attempt to define quality of life in more holistic and psychological terms than Gross National Product. the term was coined by Bhutan's King Jigme Singye Wangchuck in 1972.

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

If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?

▶ Carbohydrates

▶ Vitamins

▶ **Fats**

▶ Proteins

Page 56) If you activate your aerobic system with proper exercise and diet, you burn **fat** as your primary fuel.

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

Which of the following exercises do NOT maintain the increased heart rate for 20 or more minutes?

▶ Biking

▶ Swimming

▶ Aerobic dancing

▶ **Yoga**

Page 56) The level of intensity determines whether you are using your aerobic or anaerobic system. **Walking, jogging, running, biking, swimming, dancing, etc.** Lower heart rates make these activities aerobic and higher heart rates make them anaerobic.... Usually, tennis, racquetball, basketball and similar sports are anaerobic.

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

Which of the following is a type of work teams that operates without a manager and is responsible for a complete work process or segment?

▶ **Self-managed Team**

▶ Functional team

▶ Cross functional team

▶ Virtual team

Page 55) Self-Managed Team

A type of work team that operates without a manager and is responsible for a complete work process or segment.

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

Hertzberg's theory does not include:

- ▶ Satisfiers
- ▶ Hygiene factors
- ▶ **Equity**
- ▶ Job content factors

Page 21) 3. Herzberg's Motivation – hygiene theory

The motivation theory that intrinsic factors are related to job satisfaction and motivation, whereas extrinsic factors are associated with job dissatisfaction.

Hygiene factors: Factors that eliminate job dissatisfaction but don't motivate.

Motivators: Factors that increase job satisfaction and motivation. These factors are intrinsic.

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

When full-time production employees work for “10-hour days” each week, their company is using _____.

- ▶ Flextime
- ▶ Telecommuting
- ▶ Job sharing

▶ **A compressed workweek**

Page 23) Compressed workweek

A workweek in which employees work longer hours per day but fewer days per week

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

_____ is communication that is vocal but does not use words.

- ▶ Haptics

► Paralanguage

- Non verbal
- Verbal

Page 30) PARALANGUAGE is communication that is vocal but does not use words.

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

The fact that we may receive several nonverbal messages at once, it indicates that nonverbal communication is:

- Ambiguous
- Distracting

► Multi-channeled

- Non-linguistic

http://wps.ablongman.com/ab_introcomm_studysite_1/59/15323/3922774.cw/-/10307490/index.html

See Question#10 on this link.

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

Which of the following expressions is based on kinesthetic sub-modality?

► Junaid's room is in an apple-pie order (Repeated)

- She sung so well
- Ali was completely immersed to his mid-term exams
- Chinese food does not magnetize his taste

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

Which one of the following is the modalities of Neuro-linguistic programming?

- Artifacts
- Chronemics

► Kinesthetic

- Haptics

The 5 NLP representational systems are visual, auditory, kinesthetic (sensations, touch and feelings), olfactory and gustatory.
Article Source: <http://EzineArticles.com/832268>

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

To feel angry at some one corresponds to:

► **Attitude**

► Behaviour

► Skill

► Knowledge

Question No: 29 (Marks: 3)

Give any three common expressions based on Visual sub modalities.

Question No: 30 (Marks: 3)

What are the ingredients of a balanced diet?

Question No: 31 (Marks: 5)

Can we say the Poverty as a critical problem of HRD? Discuss why or why not.

Question No: 32 (Marks: 5)

Identify any five Prerequisites of Organizational Democracy.



PAPER # 05

MIDTERM EXAMINATION HRM627 - Human Resource Development

1 All of the following are dimensions of Emotional Intelligence except

a. Self awareness

b. Self management

c. External motivation

d. Empathy

e. Social skills

Page 07) Self-awareness: The **ability to be aware** of what you're feeling
Self-management: The ability to manage one's own emotions and impulses
Self-motivation: The ability to persist in the face of setbacks and failures
Empathy: The ability to sense how others are feeling
Social skills:

2. Although MBTI is very popular, it suffers from one major criticism, which is:

- a. It lacks evidence to support its validity**
- b. Has failed to achieve uniform results across cultures
- c. Is a relatively new concept
- d. Is difficult to understand
- e. Unrealistic

Page 07) Although the MBTI is very popular, it suffers from one major criticism. It lacks evidence to support its validity:

3. Cognitive component of an attitude is composed of

- a. Beliefs
- b. Opinions
- c. Knowledge
- d. Information held by a person
- e. All of the given options**

Page 05) The *cognitive component* of an attitude is made up of the beliefs, opinions, knowledge, or information held by a person.

4. Intrinsic Motivation in a person is driven by:

- a. Money
- b. Career
- c. Fame
- d. Love for doing an activity**
- e. Car

5. Neurotic personality types are characterized by all of the following except

- a. Anxiety
- b. Dependability**
- c. Fear
- d. Insecurity
- e. Depressed

Page 16) Handouts

6 The least researched and studied trait of the Five Factor personality model is

- a. Extraversion**
- b. Agreeableness
- c. Conscientiousness
- d. Neuroticism
- e. Openness to experience

http://books.google.com.pk/books?id=qW8DnmDBnOQC&pg=PA381&dq=most+extensively+researched+trait+of+Big+five+model&hl=en&ei=ZrGRTZvLIZC-uwP0jsHxBw&sa=X&oi=book_result&ct=result&resnum=10&ved=0CFkQ6AEwCQ#v=onepage&q=most%20extensively%20researched%20trait%20of%20Big%20five%20model&f=false

7. Transactional Analysis can be a powerful tool to enhance the effectiveness of:

- a. Interpersonal communication
- b. Group communication
- c. Relationship strength
- d. Individual work and Performance
- e. All of the above**

See handouts page 31

8 in our daily lives, while playing psychological games, people rely more on:

- a. Complimentary transactions
- b. Crossed transactions
- c. Ulterior transactions**
- d. All of the above
- e. None of the above

What he's most interested in, and has spent a long time documenting, aren't these normal interactions - but what he calls "games". He defines such games as "an ongoing series of complementary ulterior transactions progressing to a well-defined, predictable outcome". They are a series of interactions between people that are superficially plausible, but contain some kind of hidden motive.
<http://www.paulstips.com/brainbox/pt/home.nsf/link/13082006-Understanding-the-games-people-play>

9. the most useful application of NLP has been recorded in the area of:

- a. Natural Sciences
- b. Finance & Banking
- c. Sales & Marketing**
- d. Operations Management
- e. Environmental sciences

Some complain that NLP has been exploited for commercial applications, **such as sales and marketing**, or that some practitioners have applied the techniques to activities such as seduction, and that this compromises the ethics of the field.
http://www.nlpco.com/misc/What_is_Wikipedia.html#Commercialism

10. Which of the following variable explains a group's performance and satisfaction according to the group behavior model?

- a. Larger organization of which the group is a part
- b. Group resources

- c. Internal group processes
- d. Task that the group is undertaking
- e. All of the above**

11. _____ refers to the space and how it is used?

- a. Proxemics**
- b. Chronemics
- c. Artifacts
- d. None of the given options

Page 29) 6. PROXEMICS refers to space and how we use it.

12. The people who believe to have control of their own fate have _____ locus of control.

- a. Internal**
- b. External
- c. Ulterior
- d. Closed

Page 07) **Locus of control:** Some people believe that they control their own fate. Others see themselves as pawns, believing that what happens to them in their lives is due to luck or chance. The locus of control in the first case is **internal**; these people believe that they control their own destiny. The locus of control in the second case is **external**; these people believe that their lives are controlled by outside forces

13. _____ is communication that is vocal but does not use words.

- a. Haptics
- b. Paralanguage**
- c. Non verbal
- d. Verbal

Page 30) **PARALANGUAGE** is communication that is vocal but does not use words.

14. Self awareness is one of the dimensions of _____

- a. Emotional intelligence**
- b. Big five model
- c. Myers-Briggs Type Indicator
- d. Neuro-Linguistic programming

Page 07) **Emotional Intelligence**

Self-awareness: The ability to be aware of what you're feeling

Self-management: The ability to manage one's own emotions and impulses

Self-motivation: The ability to persist in the face of setbacks and failures

Empathy: The ability to sense how others are feeling

Social skills: The ability to handle the emotions of others.

15. All human beings have the need of coexistence which makes the _____ development imperative.

- a. Intellectual
- b. Moral
- c. Social**
- d. Political

Page 62) **Social development** involves developing the ability to live as a member of the society or a group and contribute to it, at the same time deriving benefits from it. **The need of coexistence of all human beings makes this development imperative.**

16. Adult is a felt concept.

True

False

17. Neuro linguistic programming helps to increase communication gap.

True

False

18. Non verbal communication is more continuous than verbal communication.

True

False

Page 28) finally, nonverbal communication is more continuous than verbal communication.

19. The parent, the child and the adult are the three states of the attitude.

True

False

The three **ego states** are the *parent, child, and adult*

20. Our ability to change the way we feel depends upon our ability to change our sub modalities.

True

False

Page 36) **our ability to change the way we feel depends upon our ability to change our sub modalities**

21. Which of the following is referred as “the physical ability to perform athletic activity?”

- a. Health
- b. Fitness**
- c. Alertness
- d. Activeness

Page 56) **Fitness is “the physical ability to perform athletic activity**

22. When levels of glycogen become excessively _____, the an aerobically trained metabolism turns to blood sugar as its secondary source of fuel

a. Low

- b. High
- c. Fast
- d. None of the given options

Page 56) When levels of glycogen become excessively low, the an aerobically trained metabolism turns to blood sugar as its secondary source of fuel. This immediately disrupts your level of health and vitality

23. Fatigue, recurrent, exercise injuries, low blood sugar patterns, depression and anxiety, fat metabolism problems are the symptoms directly related to excessive _____ raining of your metabolism

- a. Aerobic
- b. Anaerobic**
- c. Fitness
- d. Balanced

Page 57) Here is a list of some telltale symptoms directly related to excessive anaerobic raining of your metabolism: fatigue, recurrent, exercise injuries, low blood sugar patterns, depression and anxiety, fat metabolism problems, premenstrual syndrome or circulation problems and stiff joints.

24. Infant mortality in poor countries is _____ per 1,000 live births.

- a. 85
- b. 115**
- c. 100
- d. 150

http://books.google.com.pk/books?id=CZZbFxSMILIC&pg=PA626&dq=Infant+mortality+in+poor+countries+is+115+per+1,000+live+births.&hl=en&ei=YpyUTen8DIfirAeC4qzvCw&sa=X&oi=book_result&ct=result&resnum=4&ved=0CDgQ6AEwAw#v=onepage&q=Infant%20mortality%20in%20poor%20countries%20is%20115%20per%201%2C000%20live%20births.&f=false

25. Which of the following is NOT an advantage of group decision making?

- a. Minority domination**
- b. Increased legitimacy
- c. Generate more alternatives
- d. Increase acceptance of a solution

Page 54) **Advantages of Group Decision Making**

1. Provide more complete information
2. Generate more alternatives
3. Increase acceptance of a solution
4. Increased legitimacy

26. _____ makes people different, yet similar, in many ways.

- a. Intelligence
- b. Family life
- c. Personality**
- d. Motivation

Human beings share many of the same qualities, yet we are different in a myriad of ways, including our behavior and personalities. We share many personality traits, yet the reaction of one person varies depending on their dominant characteristics
<http://hubpages.com/hub/Peoplality-and-the-Personality-Traits-We-Share>

27. If you activate your aerobic system with proper exercise and diet, you burn which of the following as your primary fuel?

- a. Water
- b. Glucose
- c. Vitamins

d. Fat

Page 56) If you activate your aerobic system with proper exercise and diet, you burn **fat** as your primary fuel.

28. Which of the following is not one of the types of teams?

- a. Functional teams
- b. Cross functional teams
- c. Virtual teams

d. Managed teams

Page 55) **TYPES OF TEAMS**

Functional Team

Self-Managed Team

Virtual Team

Cross-Functional Team

29. “A form of conformity in which group members feel extensive pressure to align their opinions with other’s opinion” is called _____.

- a. Role
- b. Norm**
- c. Status
- d. Group think

http://books.google.com.pk/books?id=PRC4HTsEA9sC&pg=PA366&dq=A+form+of+conformity+in+which+group+members+feel+extensive+pressure+to+align+their+o pinions+with+other%E2%80%99s+opinion%E2%80%9D+is&hl=en&ei=daGUTdy2L5GsrAfZUj4Cw&sa=X&oi=book_result&ct=result&resnum=1&ved=0CCgQ6AEwAA#v=onepage&q=pressure%20to%20align%20&f=false

30. Conflict that prevents a group from achieving its goals is called:

- a. Functional conflict
- b. Task conflict
- c. Dysfunctional conflict**
- d. Process conflict

http://books.google.com.pk/books?id=IhMAdZ9utWkC&pg=PA437&dq=Conflict+that+prevents+a+group+from+achieving+its+goals&hl=en&ei=Z6SUTanyJsTlrQfQ9aT9Cw&sa=X&oi=book_result&ct=result&resnum=2&ved=0CC0Q6AEwAQ#v=onepage&q=Conflicts%20that%20prevent%20a%20group%20from%20achieving%20its%20goals&f=false

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31. When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding and disapproving, you are in which ego state?

a. Sympathetic Parent

b. Critical parent

c. Natural Child

d. Critical child

Page 31) 1. Critical Parent. When you behave and respond with evaluative responses that are critical, judgmental, opinionated, demanding, disapproving, disciplining, and so on, you are in critical parent ego state.

32. When the _____ is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.

a. Adult Ego State

b. Parent ego state

c. Child ego state

d. None of the given options

Page 31) Adult Ego State

When the adult ego is in control, people behave in a thinking, rational, calculating, factual, unemotional manner.

33. The verbal cue for child ego state includes all except:

a. "I wish"

b. "How much"

c. "I want"

d. "I don't know"

Child Ego State: Verbal Clues: baby-talk "I wish," "I want," "I dunno," "I'm gonna," "big".

<http://www.oocities.org/engrabda/em/d/40.html>

34. Which transaction can be helpful when the negative parent or child ego response is crossed with an adult response?

a. Complementary transaction

b. Crossed transactions

c. Ulterior transactions

d. None of the given options

Page 34) Cross transactions can be helpful when the negative parent or child ego response is crossed with an adult response.

35. The term democracy originated from Greek word “*demokratia*” where “*demo*” means:

- a. People
- b. Process
- c. Power
- d. Policy

Page 40) the term democracy originated from Greek word *demokratia* where *demo* means people.

36. “That really brightens my day” belongs to:

- a. Auditory Sub-modalities
- b. Kinesthetic Sub-modalities
- c. Visual Sub-modalities
- d. Gustatory Sub-modalities

Page 36) For example, if you tend to focus upon you visual modalities, the amount of enjoyment you can get from a particular memory is probably a direct consequence of the sub modalities of size, color, brightness, distance, and amount of movement in the visual image you’ve made of it.

37. Which of the following dimensions of trust deals with willingness to protect a person, physically and emotionally?

- a. Openness
- b. Competence
- c. Consistenc
- d. Loyalty

http://books.google.com.pk/books?id=uRBFlrFLYpkC&pg=PA388&lpg=PA388&dq=Which+of+the+following+dimensions+of+trust+deals+with+willingness+to+protect+a+person,+physically+and+emotionally?&source=bl&ots=NhXAPXWkT9&sig=8CFDFyl7fizKWaojcKaIM_oOd6A&hl=en&ei=mKqUTfu4DcvyrQevyoinCw&sa=X&oi=book_result&ct=result&resnum=6&ved=0CCcQ6AEwBTgK#v=onepage&q&f=false

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PAPER # 06

MIDTERM EXAMINATION

Spring 2009

HRM627- Human Resource Development (Session - 1)

Question No: 1 (Marks: 1) - Please choose one
People make things happen but they require a set of _____ to do so.

Values

Traditions

Circumstances

Principles

Page 02) People make things happen. If people have to make things happen, they need a set of 'circumstances' to make them happen.

Question No: 2 (Marks: 1) - Please choose one
Which component of an attitude refers to an intention to behave in a certain way toward someone or something?

Affective component

Cognitive component

Behavioral component

Environmental component

Page 05) the *behavioral component* of an attitude refers to an intention to behave in a certain way toward someone or something

Question No: 3 (Marks: 1) - Please choose one
A person preferring a work environment that is quiet and concentrated is:

Introvert

Extrovert

Intuitive

Judgmental

Page 06) **Introverts** prefer a work environment that is quiet and concentrated, that lets them be alone, and that gives them a chance to explore in depth a limited set of experiences.

Question No: 4 (Marks: 1) - Please choose one
Which of the following is one word explanation of agreeable people?

Conflict free

Brave

Touchy

Unfriendly

Page 14) **Agreeableness**

Individuals high in agreeableness basically value affiliation and **avoid conflict**

Question No: 5 (Marks: 1) - Please choose one
The need level immediately preceding self-actualisation in Maslow's hierarchy of needs theory is:

Social

Safety

Esteem

Security

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

Which one of the following is a special communication tool based on our five sub modalities?

Neuro-linguistic programming

Non verbal communication

Interpersonal communication

Paralanguage

See page 36) handouts: Probably the greatest expert in sub modalities is **Richard Bandler**, co – founder of **Neuro- Linguistic Programming**. The lineage of experts on this dates back to the foundational work on **he five senses** done by Aristotle, which categorizes perception models.

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

Which of the following is excluded from the threads of corporate excellence?

Strategic orientation

Top management leadership style

Organizational design

Corporate vision

Page 40) Recent research has identified four threads of corporate excellence (Daft, 2000, pp. 483). These include, **strategic orientation** (customer-driven, fast in responding, ability to establish interorganizational links), **top management leadership style** (leadership vision, bias towards action & change), **organization design** (horizontal structure, empowerment of employees, use of electronic technology & e-commerce) and, **corporate culture** (creating a climate of trust, sharing information, encouraging productivity through people).

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

Which period/century is labeled as the “Century of Democracy”?

Renaissance period

19th century

20th century

21st century

Page 41) The **20th Century** is therefore labeled as the “century of democracy”

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

From 1985 to 2000, the number of most authoritarian countries in the world declined from:

80 to 64

65 to 10

67 to 26

42 to 12

Page 41) The 20th Century is therefore labeled as the “century of democracy” as the older versions of democracy improved in quality and further experience was gained in governance through democracy and one can witness that from **1985 to 2000**, the number of most democratic countries in the world increased from 44 to 82 and **the number of authoritarian regimes declined from 67 to 26** (Ringen, 2004).

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

From 1985 to 2000, the number of most democratic countries in the world increased from:

40 to 56

56 to 74

44 to 82

82 to 93

Page 41) The 20th Century is therefore labeled as the “century of democracy” as the older versions of democracy improved in quality and further experience was gained in governance through democracy and one can witness that from **1985 to 2000**, the number of most democratic countries in the world **increased from 44 to 82** and the number of authoritarian regimes declined from 67 to 26 (Ringen, 2004).

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

Which of the following powers is same as coercive power?

Referent power

Legitimate power

Expert power

None of the given options

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

When communication takes place between more than two people, it is known as which of the following?

Interpersonal communication

Group communication

Non verbal communication

None of the given options

Page 24) Although much interpersonal communication involves only two or three people, this isn't a useful way of defining interpersonal Communication

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

“Two or more than two people sitting together” is called a group if:

They are interacting

They are interdependent on each other

They have to achieve a particular goal

All of the given options

Page 53) A group is defined as two or more **interacting** and **interdependent** individuals who come together to **achieve particular goals**.

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

Which stage of group development is characterized by intragroup conflict?

Norming

Storming

Adjourning
Forming

Page 53) **Storming:** The second stage of group development, which is characterized by intragroup conflict

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

Which of the following is true about a group?

Interacting individuals who come together to achieve particular goals

Interdependent individuals who come together to achieve particular goals

Interacting and interdependent individuals who come together to achieve particular goals

Two or more interacting and interdependent individuals

Page 53) **WHAT IS A GROUP?**

A group is defined as two or more **interacting and interdependent individuals who come together to achieve particular goals.**

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

Human development index of Pakistan was 0.551 in 2005, published in 2007 and Is:

Increasing

Decreasing

Constant

Excellent

http://www.newworldencyclopedia.org/entry/List_of_countries_by_Human_Development_Index

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

Which of the following is NOT an aspect of Sustainable Human Development?

Responsiveness

Sustainability

Equity

Empowerment

Page 58) There are five aspects to sustainable human development all affecting the living of the poor & vulnerable.

1) Empowerment:

2) Co-operation:

3) Equity:

4) Sustainability:

5) Security

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

Governance is a process of:

Decision making and decision implementing

Decision implementing and decision monitoring

Decision making and decision processing

Decision making and decision monitoring

Page 58) Governance means the process of decision making and the process by which decisions are implemented or otherwise?

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

Sustainable Human Resource Development can be attained and sustained only when the people at large have access to:

Information

Knowledge decision making

Empowerment and decision implementation

All of the given options

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

Which concept in Human Resource Development clearly elaborates quality of Life?

GNP

GDP

GNH

Gini coefficient

Page 73) Gross National Happiness (GNH) is an attempt to **define quality of life in more holistic and psychological terms** than Gross National Product.

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

If we activate our aerobic system with proper exercise and diet, we burn which of the following as primary fuel?

Carbohydrates

Vitamins

Fats

Proteins

Page 56) If you activate your aerobic system with proper exercise and diet, you burn **fat as your primary fuel**

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

The element of motivation that is 'an internal state and makes certain outcomes attractive' is referred as:

A drive

An effort

A goal

A need

Page 21) Need: An internal state that makes certain outcomes appears attractive.

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

Which of the theory states that the workers are self motivated to work hard?

Theory X

Theory Y

McGregor's theory

None of the given options

Page 21) Theory Y

The assumptions that workers are creative, enjoy work, seek responsibility, and can exercise self – direction.

Question No: 24 (Marks: 1) - Please choose one
Which of the following is true about Goal Setting Theory?

It is well supported by research

It works only for some employees

It has no role in training

It works only if the goals are easy to achieve

Setting and achieving goals is widely accepted, supported by numerous research studies, as being fundamental to performance.

<http://www.i-choose-self-improvement.com/setting-and-achieving-goals.html>

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

Theory Y managers see employees as:

Lacking ambition

Wanting only security in a job

Motivated to work

Disliking work

Page 21) Theory Y

The assumptions that workers are creative, enjoy work, seek responsibility, and can exercise self – direction.

Question No: 26 (Marks: 1) - Please choose one
Body language and verbal intonation are important means of _____ communication.

Nonverbal

Technological

Verbal

Impersonal

Page 28) Nonverbal communication is all aspects of communication other than words themselves. It includes not only gestures and body language but also how we utter words; inflection, pauses, tone, volume, and accent. These nonverbal features affect the meaning of our words.

Question No: 27 (Marks: 1) - Please choose one
The reason of poor listening includes which of the following?

Emotionally loaded language

Sender and Receiver hold different values

Not adapting to diverse listening styles

An average person speaks 125-200 words per minute

Obstacles to Effective Listening

External: overload, complexity, noise

Internal: preoccupation, prejudice, lack of effort, not recognizing diverse listening styles

http://www.roch.edu/course/spch1130/wood6_notes.htm

Question No: 28 (Marks: 1) - Please choose one
The parent, the child and the adult are the three states of :
Attitude
Ego
Five factor model
Vision

The three ego states are the parent, child, and adult

Question No: 29 (Marks: 1) - Please choose one
When I say, "How many times have I told you?", I am in which ego state?
Child state
Adult state
Parent state
Transaction state

Parent Ego State.

Physical Cues: furrowed brow, pursed lips, pointing finger, head wagging, horrified look, hands on hips, sigh, pat on the back

Verbal Clues: "Always remember," **"How many times I've told you,"** "If I were you," "should," "ought".

<http://www.oocities.org/engrabda/em/d/40.html>

Question No: 30 (Marks: 1) - Please choose one
Generally, the most effective behaviour, human relations and performance come from:
Parent ego state
Child ego state
Adult ego state
Either parent or adult ego state

Page 31) generally, the most effective behavior, human relations, and performance come from the adult ego state.

Question No: 31 (Marks: 5)
Mostly, people think that health and fitness are same. Do you agree with this or not? Justify your answer.

Question No: 32 (Marks: 10)

Describe any five basic principles of effective communication; and mention how they are readily applicable to practical life?

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