EXAMINATION PAPER

FACULTY	:	**COMPUTER SCIENCE AND MULTIMEDIA**
COURSE	:	**BACHELOR OF INFORMATION TECHNOLOGY (HONS)**
YEAR/ SEMESTER	:	**FIRST YEAR / SEMESTER TWO**
MODULE TITLE	:	**LS & HR**
CODE	:	**BIT 122**
DATE	:	**27 – SEPTEMBER, 2019, FRIDAY**
TIME ALLOWED	:	**3 HOURS**
START	:	**1:00 PM** **FINISH** : **4:00 PM**

Instruction to candidates

1. This question paper has THREE (3) Sections.

2. Answer **ALL** questions in Section A, MCQ.

3. Answer **5** questions in Section B, MSAQ.

4. Answer **2** questions in Section C, MEQ.

5. No scripts or answer sheets are to be taken out of the Examination Hall.

6. For Section A, answer in the OMR form provided.

Do not open this question paper until instructed

(Candidates are required to give their answers in their own words as far as practicable)

SECTION A
Multiple Choice Questions
Attempt All Questions [30×1=30]

1. **The person who energizes followers by providing exciting vision for the future is the:**
   A. Manager
   B. Boss
   C. Leader
   D. Supervisor

2. **Which of the following definitions is correct?**
   A. Leadership is influencing followers
   B. Leadership is influencing juniors
   C. Leadership is influencing subordinates
   D. Leadership is influencing peers

3. **Which of the following is NOT the feature of leadership?**
   A. Patience of believing others
   B. Ability to make people work together
   C. Something the leader does
   D. Art of making people responsible for outcome

4. **Human relations is important:**
   A. To make a coordination between different sections
   B. To promote conflict between individual and organization
   C. To achieve the goal of institution
   D. To remove individual differences

5. **Human relations does NOT mean that:**
   A. Group factor play a significant role in organizational performance
   B. The happiness people experience when poor things happen to their co-workers and vice-versa
   C. People have feeling for those they work with
   D. None of the above

6. **Better human relations benefits organizations in the form of:**
   A. Guaranteed productivity
   B. Maintained employee motivation
   C. Making employees ready to achieve the expectations
   D. Making employees able to catch and fix problems on their own

7. **Which of the following is NOT the assumption of trait theory of leadership?**
   A. Leaders are born, not made
   B. Leadership success is largely a matter of personality; a function of specific traits
   C. Great leaders influence others by inspirations
   D. Leaders differ greatly from their follower

8. **Which of the following is NOT the finding of the Michigan studies of leadership?**
   A. Any given leader can't exhibit both the behavior job-centered and employee-centered at the same time
   B. Two leadership behaviors (employee-centered and job-centered) are complementary
   C. Effective leader need to exhibit different types of behavior, depending on the situation
   D. Employee-centered leaders are associated with higher productivity and job satisfaction. Job-centered leaders are associated with low group productivity and lower worker satisfaction

9. **According to the Managerial Grid Theory, the most effective leadership style is**:
   A. Country-club type style
   B. Compromising leadership
   C. Team-based style
   D. Authoritarian style

10. **Which of the following is NOT the situation of Fred Fiedler's theory of leadership?**
   A. Very favorable situation
   B. Intermediate favorableness
   C. Unfavorable situation
   D. Favorable situation

11. **Participating style of leadership is NOT appropriate if:**
   A. The follower is cooperative
   B. The follower is competent at the job
   C. The follower is somewhat inconsistent
   D. The follower is performing as little work as possible, despite his/her competence with the tasks

12. **Which leadership style is appropriate for the very high readiness level (M4) of followers?**
   A. Telling
   B. Selling
   C. Participating
   D. Delegating

13. **According to the Path-Goal theory, which of the following statement does NOT define leader?**
    A. Leader is the person who clarifies the path so subordinates know which way to go.
    B. Leader is the person who removes roadblocks that are stopping them going there.
    C. Leader is the person who increases rewards along the route.
    D. Leader is the person who focuses on team goal rather than the followers' personal requirements relating to the performance.

14. **Transformational leaders work for:**
    A. Cultural change
    B. Status quo
    C. Change of followers' need
    D. Maintaining organizational structure

15. **The component, inspirational motivation, used by a transformational leader means:**
    A. The leader does not just say do this and that rather her/himself does the right thing.
    B. The ability of a leader is to inspire followers to move them to action, to create a corporate vision aligned with individuals.
    C. The ability of a leader to connect with each follower to be in tune to know and understand followers' strength, their needs and the ability to satisfy their personal needs.
    D. To challenge followers to be creative and innovative and to think differently.

16. **Under authoritarian style, leaders:**
    A. Rule with unlimited authority
    B. Use motivation and praise as the common tools to get things done from followers
    C. Often take accountability for failure and put credit for accomplishment on their subordinates
    D. Make decision with the participation of followers

17. **Under paternalistic style, leader is the person who:**
    A. Acts as a family member
    B. Gets protection from others
    C. Makes upward communication easy
    D. Takes decisions but allows some flexibility and creativity

18. **Which of the following is the high self-esteem leadership behavior?**
    A. Likely to accept feedback
    B. Need to have all the ideas
    C. Keep themselves in front
    D. Perform all alone

19. **What do you mean by management?**
    A. The art of getting things done with and through people.
    B. The art of getting things done through people by making the efficient use of resources.
    C. Proper utilization and best use of limited and scarce resources.
    D. All of the above

20. **Which of the following is NOT the leadership quality?**
    A. Ability to convince followers and others to control the situation
    B. Ability to be aware of one's own strength, know how to maximize and use them
    C. Ability of decision making, foresight, imagination and creativity
    D. Ability to control others' initiative

21. **If your employees are new, which style would you give more focus on?**
    A. Dictating
    B. Orienting
    C. Exposing
    D. Liberty

22. **Asking the employees to execute the work as per their suitability is the concept of building:**
    A. Rapport
    B. Report
    C. Task
    D. Profit

23. **As per the concept of task based management, a leader should:**
    A. Direct
    B. Supervise
    C. Support
    D. Listen

24. **The art of apologizing means:**
    A. Apologize in public
    B. Apologize completely
    C. Dig out other's weaknesses
    D. Make others responsible

25. **Building trust means:**
    A. Withhold information
    B. Keep distance from co-workers
    C. Admit your mistakes
    D. Ignore your values

26. **Which of the following is the major feature of the contingency theory?**
    A. Variables are independent
    B. Variables are interdependent
    C. Only situations are variables
    D. Environment variables are most important

27. **Leader member relationship, task structure, leader position power are the components of:**
    A. Behavioral theories
    B. Contingency theories
    C. Path goal theories
    D. All of the above

28. **Which of the following is symptoms of stress?**
    A. Sleep disturbances
    B. Pleasant excitement
    C. Hunger
    D. More sleep

29. **Managing workforce diversity is important NOT for:**
    A. Gaining competitive advantage
    B. Responding to change
    C. Entering the international arena
    D. Defending legal concerns

30. **In a workplace, which of the following is a common challenge to men?**
    A. Space to express their feelings
    B. Balancing career with family
    C. Wage gap
    D. The gap ceiling

SECTION B
Short Answers Questions
Answer any five (5) questions out of eight (8) questions   **[5×6=30]**

1. Leadership is both art and science. Critically analyze the statement.

2. Explain any three benefits an organization can enjoy as a result of better human relations.

3. Briefly explain the findings of Hersey and Blanchard's theory of leadership.

4. Differentiate between a leader and a manager in terms of roles along with examples**.**

5. As a leader, which communication style do you prefer? Explain according to your knowledge.

6. Elucidate workforce diversity. Write down the importance of diversity in an organization.

7. Differentiate between transactional and transformational leadership theories**.**

8. Discuss how you can develop professional presence in an organization.

SECTION C
Long Answer Questions
Attempt any two (2) questions out of three (3) questions [2×20=40]

1.
  A. Describe Trait Theory in details. [10]
  B. Define self-esteem and mention eight ways to improve your self-esteem. [10]

2.
  A. Human relations maintain is essential for the growth and development of any organization. Justify it with proper examples. [10]
  B. You are a CEO of an organization which has more than 200 staff in different departments. Make ten rules that they should follow and explain why each rule is important.[10]

3. Distinguish between naturalistic and situational leadership theories. Comment upon personality traits. Explain specific personality traits that you would prefer in a good leader and provide suitable example in support to your answer. [8+4+8]

****BEST OF LUCK****