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**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 : SEPTEMBER 18-2018, TUESDAY**

**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***

**SECTION A**

**Multiple Choice Questions (30\*1=30)**

1. **\_\_\_\_\_\_ is the person who energizes followers by providing exciting vision for the future.**
2. Manager
3. Boss
4. Leader
5. All of the above
6. **Which of the following definitions is correct?**
7. Leadership is influencing followers
8. Leadership is influencing juniors
9. Leadership is influencing subordinates
10. Leadership is influencing peers
11. **Which of the following is NOT the feature of leadership?**
12. Patience of believing others
13. Art of making people responsible for outcome
14. Ability to make people work together
15. Something the leader does
16. **A human relation is important\_\_\_\_\_\_.**
17. to remove individual differences
18. to make a coordination between different sections
19. to promote conflict between individual and organization
20. to achieve the goal of institution
21. **Human relations does NOT mean that:**
22. Group factor play a significant role in organizational performance.
23. The happiness people experience when poor things happen to their co-workers and vice-versa.
24. People have feeling for those they work with.
25. Both ‘a’ and ‘c’.
26. **Better human relations benefits organizations in the form of:**
27. Guaranteed productivity
28. Maintained employee motivation
29. Making employees ready to achieve the expectations
30. Making employees able to catch and fix problems on their own
31. **Which of the following is NOT the assumption of trait theory of leadership?**
32. Leaders are born, not made
33. Leadership success is largely a matter of personality; a function of specific traits
34. Leaders differ greatly from their follower
35. Great leaders influence others by inspirations
36. **Which of the following is NOT the finding of the Michigan studies of leadership?**
37. Any given leader can’t exhibit both the behavior job-centered and employee-centered at the same time.
38. Two leadership behaviors (employee-centered and job-centered) are complementary.
39. Effective leader need to exhibit different types of behavior, depending on the situation.
40. Employee-centered leaders are associated with higher productivity and job satisfaction. Job-centered leaders are associated with low group productivity and lower worker satisfaction.
41. **According to the Managerial Grid Theory, the most effective leadership style is:**
42. Country-club type style
43. Compromising leadership
44. Team-based style
45. Authoritarian style
46. **Which of the following is NOT the situation of Fred Fiedler’s theory of leadership?**
47. Very favorable situation
48. Intermediate favorableness
49. Unfavorable situation
50. Favorable situation
51. **Participating style of leadership is NOT appropriate if:**
52. The follower is cooperative
53. The follower is competent at the job
54. The follower is somewhat inconsistent
55. The follower is performing as little work as possible, despite his/her competence with the tasks
56. **Which leadership style is appropriate for the very high readiness level (M4) of followers?**
57. Delegating
58. Participating
59. Selling
60. Telling
61. **According to the Path-Goal theory, which of the following statement does not define leader?**
62. Leader is the person who clarifies the path so subordinates know which way to go.
63. Leader is the person who removes roadblocks that are stopping them going there.
64. Leader is the person who increases rewards along the route.
65. Leader is the person who focuses on team goal rather than thefollowers’ personal requirements relating to the performance.
66. **Transformational leaders work for:**
67. Cultural change
68. Status quo
69. Change of followers’ need
70. Maintaining organizational structure
71. **The component, inspirational motivation, used by a transformational leader means:**
72. The leader does not just say do this and that rather her/himself does the right thing
73. The ability of a leader is to inspire followers to move them to action, tocreate a corporate vision aligned with individuals
74. 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
75. To challenge followers to be creative and innovative and to think differently
76. **Which of the following is NOT the benefit of self-disclosure in the organization?**
77. Increased accuracy in communication
78. Promotes competition between members
79. Increased self-awareness
80. A rewarding tool
81. **A productive relationship is related to:**
82. The mutually held information
83. Strong feeling of competition
84. Demographic similarity
85. All of the above
86. **The art of apologizing means:**
87. Apologize in public
88. Apologize completely
89. Dig out other’s weaknesses
90. Make others responsible
91. **As per the concept of Johari Window, which of the following statement is true?**
92. As relationships develop, the hidden area should grow
93. As relationships develop, the blind area should grow
94. As relationships develop, the open area should grow
95. As relationships develop, the unknown area should grow
96. **Building trust means:**
97. Withhold information
98. Keep distance from co-workers
99. Admit your mistakes
100. Ignore your values
101. **Which of the following is NOT the advantage of high emotional intelligence?**
102. Improved relationship with others
103. Managing change with uncertainty
104. Better empathy skill
105. Reduced stress level
106. **To avoid inappropriate disclosure, one should:**
107. Be open, go too far too fast
108. Balance between openness and protection of each other’s feelings
109. Be sure that relationships are build rapidly
110. Be aware that sudden disclosure of intimate information makes relations close
111. **Which of the following symptoms of stress is emotional symptom?**
112. Sleep disturbances
113. Increased arguments
114. Skin problems
115. Lack of concentration
116. **The art of forgiveness does NOT advocate that:**
117. Take time to forgive
118. Don’t forget to blame
119. Avoid offence and anger
120. Claim remedy for loss
121. **Interpersonal relations in workplace is necessary because:**
122. Important decisions taken by single brain is more effective
123. It has no impact on organizational culture
124. All need colleagues to help on at the time of crisis
125. Support of co-worker may result loss and thus avoided
126. **The ability to master perceptions or a desire to do things right regardless of the type of business you are in is termed as:**
127. Human relations
128. Emotional balance
129. Professional presence
130. Emotional intelligence
131. **Which of the following symptoms of stress is relational symptom?**
132. Isolation from social activities
133. Frustration
134. Hair loss
135. Memory problems
136. **Valuing diversity means:**
137. Appreciating everyone’s uniqueness
138. Respecting members’ similarities
139. Recognizing workers’ individual interests
140. Detaching workers from their norms and values
141. **In a workplace, which of the following is a common challenge to women?**
142. Space to express their feelings
143. Enter masculine profession
144. The gap ceiling
145. All of the above
146. **Which of the following is NOT the high self-esteem leadership behavior?**
147. Need not to have all the ideas
148. Likely to accept feedback
149. Keep themselves in front
150. Support their team

**SECTION B**

**Short Answer Questions**

**Attempt any five (5) questions out of eight (8) questions (5\*6=30)**

1. Define the concept of human relations.
2. Discuss the findings of Fred Fiedler’s theory of leadership.
3. List out and describe the high self-esteem leadership behavior.
4. State and explain any four attitudes of a great leader.
5. Define management. Describe any three functions of management. (2+4)
6. Briefly explain any three features of leadership.
7. Write down your understanding about stress. Outline its reasons and explain in brief. (2+4)
8. Write short notes on **(any two**): (3+3)
9. Initiating structure
10. Functional style of communication
11. Achievement-oriented style of leadership

**SECTION C**

**Long Answer Questions**

**Attempt any two (2) questions out of three (3) questions (2\*20=40)**

1. Describe any three types of leadership styles. Elucidate the factors that determine which style a leader should adopt to lead with suitable examples. (12+8)
2. Elaborate the changing roles of man and woman in professional life. Also, explain the special challenge in Human relationship including Personal stress and Work related stress. (10+10)
3. Define self-disclosure. Why is it important aspect in the workplace? Describe the barriers to it and suggest a constructive way for self-disclosure. (4+4+12)

**\*\*\*\*BEST OF LUCK\*\*\*\***