

Composed & Solved by
Honey G & Samia Butt
VU Askari Team
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HRM611 – Human Relation

Fall 2011 Quiz No.02 Solved By Honey G & Samia Butt

Question # 1 of 20 (Start time: 07:08:44 PM) Total Marks: 1

According to Charles Swindoll, which of the following statement is true for attitude?

Select correct option:

Life is 10% what happens to me, and 90% how I react to it.

Life is 90% what happens to me, and 10% how I react to it.

Life is 50% what happens to me, and 50% how I react to it.

Life is 20% what happens to me, and 80% how I react to it.

Ref: I am convinced that life is 10% what happens to me, and 90% how I react to it.

Question # 2 of 20 (Start time: 07:09:58 PM) Total Marks: 1

When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

Engage in brain writing

Question # 3 of 20 (Start time: 07:11:20 PM) Total Marks: 1

Shahzad writes a memo to his employees. Putting his thoughts onto paper is an example of ____.

Select correct option:

Decoding

Encoding

Transmitting

Understanding

Question # 4 of 20 (Start time: 07:12:42 PM) Total Marks: 1

Which one of the following is a disposition to approach an idea, event, person, or an object?

Select correct option:

Attitude

Behavior

Perception

Ethics

Attitude is a disposition to approach an idea, event, person, or an object.

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Question # 5 of 20 (Start time: 07:13:43 PM) Total Marks: 1

Managers of Crescent mills use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviors is known as _____ influence.

Select correct option:

Charismatic

Transactional

Participative

Transformational

Question # 6 of 20 (Start time: 07:15:00 PM) Total Marks: 1

Ahmed and Raza argue over who gets to use the new computer. Their conflict is best classified as:

Select correct option:

Competing work and family demands

Competition over limited resources

Differences in personal goals

Generation gap and personality clashes

Question # 7 of 20 (Start time: 07:16:22 PM) Total Marks: 1

According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?

Select correct option:

Cognitive restructuring

Optimistic approach

Grievance Procedure

Negotiation

Question # 8 of 20 (Start time: 07:16:57 PM) Total Marks: 1

Which of the following is a tendency to seek and enjoy social relationships with others?

Select correct option:

Sociability

Hostility

Resentment

Supremacy

Question # 9 of 20 (Start time: 07:17:31 PM) Total Marks: 1

All of the following are barriers to effective communication EXCEPT:

Select correct option:

Eliminate noise

Distortion of information

Communication overloads

Improper timing

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Question # 10 of 20 (Start time: 07:18:28 PM) Total Marks: 1

Which of the following is a feeling of distress or restlessness caused by fear of an imagined problem?

Select correct option:

Anxiety

Hopelessness

Narcolepsy

Gloominess

Anxiety is a feeling of distress or uneasiness caused by fear of an imagined problem.

Question # 11 of 20 (Start time: 07:19:18 PM) Total Marks: 1

Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

One sided interaction

Characterize themselves as members

Belongingness to members

Question # 12 of 20 (Start time: 07:19:50 PM) Total Marks: 1

Strategies for improving ones self-confidence generally work well if the person has deep-root feeling of:

Select correct option:

Superiority

Inferiority

Fear

Authority

Question # 13 of 20 (Start time: 07:20:36 PM) Total Marks: 1

Which three types of resources, an organization need?

Select correct option:

Physical, Financial, Human

Physical, Financial, Social

Physical, Social, Human

Social, Financial, Human

Question # 14 of 20 (Start time: 07:21:38 PM) Total Marks: 1

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

Reward and punishment

Compensation

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Question # 15 of 20 (Start time: 07:22:34 PM) Total Marks: 1

Which of the following is NOT a characteristic of the Type B personality?

Select correct option:

Can relax without guilt

Lack sense of urgency

Does more things at once

Playing fun and relaxation

Question # 16 of 20 (Start time: 07:23:32 PM) Total Marks: 1

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

Select correct option:

Lateral thinker

Intellectual

Emotionally intelligent person

Scholar

Question # 17 of 20 (Start time: 07:24:09 PM) Total Marks: 1

Which of the following leadership style is likely to have the most profound effect on his subordinates by bringing changes in their attitudes, values and behaviors?

Select correct option:

Charismatic

Transactional

Transformational

Participative

Leaders on the other hand, use 'transformational influence' to bring about changes in others' attitudes, values and behavior. This is done essentially through effectively articulating future goals or visions and empowering others to work toward the achievement of these goals

Question # 18 of 20 (Start time: 07:25:13 PM) Total Marks: 1

Which approach focus on our tendency to copy the beliefs and behaviors of others?

Select correct option:

Social approaches

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

Social approaches focus on our tendency to copy the beliefs and behaviors of others.

Question # 19 of 20 (Start time: 07:26:19 PM) Total Marks: 1

People, who have high self-esteem, can generally increase their self-esteem because these individuals usually:

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Select correct option:

Give honest feedback

Respect others

Respect themselves

All of the above are correct

http://wps.prenhall.com/chet_dubrin_humanrelationscps_7/24/6217/1591694.cw/content/index.html (Question No. 12)

Question # 20 of 20 (Start time: 07:27:08 PM) Total Marks: 1

What type of communication should a manager use to address an employee who has been caught in the act of breaking a rule?

Select correct option:

Intra office communication (memo, E-mail)

Face-to-face communication

Non-verbal communication

Verbal communication

Question # 1 of 20 (Start time: 08:05:54 PM) Total Marks: 1

When taking an inventory of personal assets and accomplishments, personal assets should be related to:

Select correct option:

Vehicle and home

Political affiliations

Job nature and salary

Personality and behaviors

Question # 2 of 20 (Start time: 08:06:57 PM) Total Marks: 1

Which of the following step occurs first in the communication process?

Select correct option:

Encoding

Decoding

Transmitting

Understanding

Question # 3 of 20 (Start time: 08:07:41 PM) Total Marks: 1

A realistic goal is one that:

Select correct option:

Includes money as well as happiness

Is comparatively easy to attain

Matches the employer's wishes

Regulates the right amount of challenge

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

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Question # 4 of 20 (Start time: 08:08:18 PM) Total Marks: 1
The process of translating a sender's message is called _____.
Select correct option:
Encoding
Decoding
Feedback
Transmission

Question # 5 of 20 (Start time: 08:09:02 PM) Total Marks: 1
During lunchtime, Junaid and his friends like to talk and laugh in order to satisfy their ___ need as they are required to stay quiet during working hours.
Select correct option:
Social
Security
Physical
Self-actualization

Question # 6 of 20 (Start time: 08:09:47 PM) Total Marks: 1
A widely used method to improve creativity is the _____ technique.
Select correct option:
Forced-association
Challenge your Ruts
Borrow creative ideas
Play the roles of explorer

Question # 7 of 20 (Start time: 08:10:26 PM) Total Marks: 1
Ali is studying the subject Human Relations. Which one of the following benefit he will get after studying this subject:
Select correct option:
Ability to influence others
Effectiveness in dealing with people
Appreciation of people
Customer dealing

Question # 8 of 20 (Start time: 08:10:51 PM) Total Marks: 1
_____ is the ability to develop good ideas that can be put into action.
Select correct option:
Aptitude
Creativity
Proficiency
Skill

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Question # 9 of 20 (Start time: 08:11:33 PM) Total Marks: 1

Abrar is a manager of an oil company. He instructs his subordinates to meet deadlines and never encourages participation. This is an example of ____communication style.

Select correct option:

Directive

Reflective

Versatility

Sociability

Question # 10 of 20 (Start time: 08:13:21 PM) Total Marks: 1

Which of the following is not a characteristic of creative people?

Select correct option:

Wisdom

Cautious

Confident

Conformity

Question # 11 of 20 (Start time: 08:14:51 PM) Total Marks: 1

Which one of the following stress is good because it makes you able to achieve something?

Select correct option:

U stress

Negative stress

Hyper stress

Distress

Question # 12 of 20 (Start time: 08:15:34 PM) Total Marks: 1

Nasir frequently engages in negative self-talk which can be a problem because it:

Select correct option:

Generate emotional illness

Lowers group morale

Lowers self-confidence

Confuses group members

Question # 13 of 20 (Start time: 08:16:21 PM) Total Marks: 1

Leaders of effective groups share all of the following characteristics EXCEPT:

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

They are purveyors of hope

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Question # 14 of 20 (Start time: 08:17:00 PM) Total Marks: 1

The cognitive process, in which an individual selects, organizes and gives meaning to environmental stimuli is called:

Select correct option:

Intelligence

Perception

Reasoning

Emotion

Question # 15 of 20 (Start time: 08:17:50 PM) Total Marks: 1

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

Accepting

Question # 16 of 20 (Start time: 08:18:11 PM) Total Marks: 1

Attitudes are an important part of human relations because they are linked to:

Select correct option:

Perception

Motivation

Relationships

All of the given options

Question # 17 of 20 (Start time: 08:18:42 PM) Total Marks: 1

Which one of the following is NOT an example of self defeating behavior?

Select correct option:

Disorganization

Excessive guilt

Short temperament

Proactiveness

Question # 18 of 20 (Start time: 08:19:45 PM) Total Marks: 1

The _____ is the leadership trait which helps leader to get the desired goals achieved by subordinate.

Select correct option:

Charisma

Assertiveness

Effectiveness

Enthusiasm

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Question # 19 of 20 (Start time: 08:20:50 PM) Total Marks: 1

An individual feels loyalty and respect in which social group?

Select correct option:

In-group

Out-group

Reference group

Secondary group

Question # 20 of 20 (Start time: 08:21:09 PM) Total Marks: 1

Which of the following type can involve both downward and upward information flow among hierarchically positioned persons?

Select correct option:

Upward

Vertical

Downward

Horizontal

Question # 1 of 20 (Start time: 08:26:19 PM) Total Marks: 1

Which of the following is NOT a conflict stimulation technique?

Select correct option:

Expansion of resources

Cultural diversity

Personality clashes

Work-family demands

Question # 2 of 20 (Start time: 08:27:44 PM) Total Marks: 1

Which of the following is the act of understanding message?

Select correct option:

Encoding

Decoding

Communication media

Channel

Question # 3 of 20 (Start time: 08:28:22 PM) Total Marks: 1

Which of the following is a characteristic of creative people?

Select correct option:

Negative self-image

Motivated by impulse

Ability to tolerate isolation

Compliance with a fixed standard

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Question # 4 of 20 (Start time: 08:29:52 PM) Total Marks: 1

Waleed knows about his leadership qualities , strengths and weaknesses very well. He is more likely to accomplish his assigned task that shows his self:

Select correct option:

Love

Esteem

Awareness

Perception

Question # 5 of 20 (Start time: 08:30:37 PM) Total Marks: 1

What term is used to describe the personality of an individual who is aggressively involved in an incessant struggle to achieve more in less time?

Select correct option:

Type B

Type A

Type C

Type A&B

Question # 6 of 20 (Start time: 08:31:19 PM) Total Marks: 1

Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

Reward and punishment

Compensation

Question # 7 of 20 (Start time: 08:31:31 PM) Total Marks: 1

Nail biting and usage of drugs are examples of the _____ factor of potential stress.

Select correct option:

Personal

Behavioral

Psychological

Physiological

Question # 8 of 20 (Start time: 08:31:56 PM) Total Marks: 1

The major factor behind self-defeating attitude and behavior is:

Select correct option:

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Negative thinking

Disorganization
Poor Planning
Losing temper

Question # 9 of 20 (Start time: 08:32:19 PM) Total Marks: 1

Sohail has informed his employees that if they would meet a certain sales goal for the year, they would each get a year-end bonus. What type of leadership style he is demonstrating?

Select correct option:

Transactional

Charismatic
Transformational
Participative

Question # 10 of 20 (Start time: 08:33:32 PM) Total Marks: 1

Managers of Crescent mills use various rewards and sanctions to induce compliance in others. This manner of influencing others' behaviors is known as _____ influence.

Select correct option:

Charismatic

Transactional

Participative
Transformational

Question # 11 of 20 (Start time: 08:34:42 PM) Total Marks: 1

Which of the following is a form of depression that develops during the hot and humid?

Select correct option:

Obsessive-Compulsive Disorder

Seasonal Affective Disorder

Neurobiological Disorders

Attention Deficit Disorder

Seasonal Affective Disorder (SAD) is a form of depression that develops during the hot and humid season and disappears as the weather becomes pleasant.

Question # 12 of 20 (Start time: 08:35:17 PM) Total Marks: 1

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

Select correct option:

People, materials and methods

Effects, consequences and results

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Equipment and services, attitudes and motivations

Qualitative, quantitative and impartial factors

Question # 13 of 20 (Start time: 08:35:36 PM) Total Marks: 1

All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:

Select correct option:

Use emotion and colorful words

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

Question # 14 of 20 (Start time: 08:36:20 PM) Total Marks: 1

When you did not find creative solution to a problem despite concentrated effort, a recommended tactic is to:

Select correct option:

Take a brief break from problem solving

Lock yourself in the work area until the problem is resolved

Drop the problem, and look for another problem to solve

Engage in brain writing

Question # 15 of 20 (Start time: 08:36:44 PM) Total Marks: 1

All of the following are the characteristics of Type A personality EXCEPT:

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

Question # 16 of 20 (Start time: 08:37:06 PM) Total Marks: 1

When taking an inventory of personal assets and accomplishments, personal assets should be related to:

Select correct option:

Vehicle and home

Political affiliations

Job nature and salary

Personality and behaviors

Question # 17 of 20 (Start time: 08:37:57 PM) Total Marks: 1

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All are the techniques to cope with the loss of a relationship EXCEPT:
Select correct option:

Pamper yourself

Get emotional support

Give yourself time to heal

Lag behind positive outcome

Question # 18 of 20 (Start time: 08:39:19 PM) Total Marks: 1

Any incompatibility between behavior and attitudes results in ___ dissonance.

Select correct option:

Organizational

Cognitive

Attitudinal

Values

Cognitive Dissonance (Leon Festinger)

Any incompatibility between two or more attitudes or between behavior and attitudes

Question # 19 of 20 (Start time: 08:40:38 PM) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

Question # 20 of 20 (Start time: 08:41:42 PM) Total Marks: 1

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

Accepting

Question # 2 of 20 (Start time: 10:09:28 PM) Total Marks: 1

The actions or reactions of an individual in response to external or internal stimuli is called:

Select correct option:

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Attitude
Behavior
Perception
Ethics

Question # 3 of 20 (Start time: 10:10:24 PM) Total Marks: 1
People, who have high self-esteem, can generally increase their self-esteem because these individuals usually:
Select correct option:

Give honest feedback
Respect others
Respect themselves
All of the above are correct

Question # 4 of 20 (Start time: 10:10:57 PM) Total Marks: 1
What is the term used for the degree to which people like or dislike them?
Select correct option:

Self-esteem
Self respect
Self perception
None of the given options

Question # 5 of 20 (Start time: 10:11:49 PM) Total Marks: 1
Ali has the ability of good human relations skills EXCEPT:
Select correct option:

See things from the other person's viewpoint
Be resentful of others
Instigate to build and maintains relationships
Understand the expectations of others

Question # 6 of 20 (Start time: 10:13:15 PM) Total Marks: 1
Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but..." are examples of:
Select correct option:

False modesty
Positive self-talk
Negative self-talk
Ways to make sure others do not expect too much from you

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Question # 7 of 20 (Start time: 10:14:05 PM) Total Marks: 1

Which of the following leadership style involves the leader giving followers something they want in exchange for something the leader wants?

Select correct option:

- Charismatic
- Transactional**
- Laissez-faire
- Transformational

Question # 8 of 20 (Start time: 10:15:40 PM) Total Marks: 1

The two main components of self-esteem are:

Select correct option:

- Self-respect and self-denial
- Self-confidence and self-indulgence**
- Self-efficacy and self-respect
- Self-denial and self-discipline

Question # 9 of 20 (Start time: 10:16:51 PM) Total Marks: 1

An individual with low self esteem would:

Select correct option:

- Ready to face criticism
- Challenge higher authorities
- Cope with obstacles courageously
- Worry about doing the right thing**

Question # 10 of 20 (Start time: 10:18:17 PM) Total Marks: 1

Which of the following is a characteristic of creative people?

Select correct option:

- Conformity
- Negative self-image
- Bright but not brilliant
- Impulsive**

Question # 11 of 20 (Start time: 10:18:57 PM) Total Marks: 1

A basic theme of the Human Relations is that work and personal life:

Select correct option:

- Converge in later life

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Influence each other significantly

Influence individually

Should be handled differently

Question # 12 of 20 (Start time: 10:20:10 PM) Total Marks: 1

Leaders of effective groups share all of the following characteristics EXCEPT:

Select correct option:

They have led successful groups in the past

They provide direction and meaning to the people they are leading

They favor action and risk taking

They are purveyors of hope

Question # 13 of 20 (Start time: 10:21:24 PM) Total Marks: 1

Informal transmission of information, scandal or rumor from person to person called:

Select correct option:

Diagonal communication

Grapevine communication

Vertical communication

Horizontal communication

Question # 14 of 20 (Start time: 10:22:17 PM) Total Marks: 1

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternative for insight

Supplies the building blocks for generating and combining ideas

Stops mental flexibility

Supports traditional mind set

Question # 15 of 20 (Start time: 10:23:14 PM) Total Marks: 1

At all organizational levels, at least _____ of each workday is consumed by talking and listening.

Select correct option:

75 percent

45 percent

85 percent

65 percent

Question # 16 of 20 (Start time: 10:24:20 PM) Total Marks: 1

Stereotyping is a(n) _____ problem.

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Select correct option:

Perception
Imagination
Sensory

All of the given options

Question # 17 of 20 (Start time: 10:25:07 PM) Total Marks: 1

The process, by which management brings workers into contact with the organization in such a way that the objectives of both groups are served, is known as _____.

Select correct option:

Human Relations

Human Resources Model
Strategic Management
Scientific Management

Question # 18 of 20 (Start time: 10:26:32 PM) Total Marks: 1

The characteristics of creative workers include:

Select correct option:

Personality
Knowledge
Intellectual abilities

All of the given options

Question # 19 of 20 (Start time: 10:27:21 PM) Total Marks: 1

The key components of emotional intelligence include self-awareness, relationship management, self management and:

Select correct option:

Social awareness

Emotional instability
Musical intelligence
Self confidence

Question # 20 of 20 (Start time: 10:28:24 PM) Total Marks: 1

The process of translating a sender's message is called _____.

Select correct option:

Encoding

Decoding

Feedback

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Transmission

Question # 1 of 20 (Start time: 04:33:49 PM) Total Marks: 1

Work and family conflict occurs when the individual has to perform:
Select correct option:

Multiple roles

Few roles

Tricky roles

Unexpected roles

Question # 2 of 20 (Start time: 04:34:39 PM) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

Question # 3 of 20 (Start time: 04:35:29 PM) Total Marks: 1

What is the term used for the degree to which people like or dislike them?
Select correct option:

Self-esteem

Self respect

Self perception

None of the given options

Question # 4 of 20 (Start time: 04:36:50 PM) Total Marks: 1

Saying things about yourself such as "I may be stupid but..." or "I know I'm usually wrong but...." are examples of:

Select correct option:

False modesty

Positive self-talk

Negative self-talk

Ways to make sure others do not expect too much from you

Question # 5 of 20 (Start time: 04:37:30 PM) Total Marks: 1

An individual with low self esteem would:
Select correct option:

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Ready to face criticism
Challenge higher authorities
Cope with obstacles courageously
Worry about doing the right thing

Question # 6 of 20 (Start time: 04:38:48 PM) Total Marks: 1
Workers with positive attitudes are likely to:
Select correct option:

Be liked by customers
Receive good performance reviews
Be promoted
All of the given options

Question # 7 of 20 (Start time: 04:39:21 PM) Total Marks: 1
Haider has an open-door policy for his employees to bring a complaint to him without discussing with their managers first. This is an example of _____ communication.
Select correct option:

Diagonal
Upward
Downward
Horizontal

Question # 8 of 20 (Start time: 04:40:33 PM) Total Marks: 1
Which of the following statement is a key characteristic of self-disciplined people?
Select correct option:

Impose punishment and suffering on themselves
Avoid achieving goals set by management
Find very little joy in working
Work toward attaining goals without being distracted

Question # 9 of 20 (Start time: 04:41:54 PM) Total Marks: 1
To achieve peak performance one must:
Select correct option:

Increase stress level
Engage in the right amount of negative self-talk
Avoid input from others
Totally focus on the task at hand

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Question # 10 of 20 (Start time: 04:42:24 PM) Total Marks: 1
Personal and professional problems can solve through which of the following positive attitude?
Select correct option:

Speak and act with enthusiasm
Expect success rather than fear of failure
Learn from error and defeat
All of the given options

Question # 11 of 20 (Start time: 04:43:00 PM) Total Marks: 1
According to which technique, you mentally convert negative aspects into positive ones by looking for positive elements in a situation?
Select correct option:

Cognitive restructuring
Optimistic approach
Grievance Procedure
Negotiation

Question # 12 of 20 (Start time: 04:43:33 PM) Total Marks: 1
Negotiation may takes place:
Select correct option:

Between two people
Between groups
Within a group
All of the given options

Question # 13 of 20 (Start time: 04:43:53 PM) Total Marks: 1
From management point of view, Human Relations are very important because it contributes to:
Select correct option:

Organizational effectiveness
Equality among the workers
High turnover of employees
Control over employees

Question # 14 of 20 (Start time: 04:44:26 PM) Total Marks: 1
Nabia is an honest and straightforward person and she believes her employees are also like her. What perceptual shortcut is Nabia most likely using?

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Select correct option:

Projection

Selective Exposure
Frame of Reference
Stereotyping

Question # 15 of 20 (Start time: 04:45:22 PM) Total Marks: 1

A major purpose of feedback is to tell a person:

Select correct option:

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

Question # 16 of 20 (Start time: 04:46:12 PM) Total Marks: 1

When the differences between groups emerged, you can expect:

Select correct option:

Conflict to develop

Stereotypes to be reinforced

Relations to deteriorate

All of the given options

Question # 17 of 20 (Start time: 04:47:06 PM) Total Marks: 1

A Person's views about his job and organization is shown by his/her:

Select correct option:

Attitude

Level of ability

Salary

Ethics

Question # 18 of 20 (Start time: 04:47:32 PM) Total Marks: 1

Which one of the following is NOT the characteristic of a group?

Select correct option:

Share common goals

One sided interaction

Characterize themselves as members

Belongingness to members

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Question # 19 of 20 (Start time: 04:47:53 PM) Total Marks: 1

Which method can be used for conflict resolution in which a person defuses the criticizer by agreeing with his or her criticism?

Select correct option:

Disarm the opposition

Compromise with opposition

Negotiation with opposition

Confrontation with opposition

Question # 20 of 20 (Start time: 04:48:41 PM) Total Marks: 1

All of the following are the characteristics of Type A personality EXCEPT:

Select correct option:

Time conscious

Easy-going

Competitive

Fast moving

Question # 1 of 20 (Start time: 05:08:26 PM) Total Marks: 1

Abrar is a manager of an oil company. He instructs his subordinates to meet deadlines and never encourages participation. This is an example of ____ communication style.

Select correct option:

Directive

Reflective

Versatility

Sociability

Question # 2 of 20 (Start time: 05:09:24 PM) Total Marks: 1

_____ is the ability to develop good ideas that can be put into action.

Select correct option:

Aptitude

Creativity

Proficiency

Skill

Question # 3 of 20 (Start time: 05:10:11 PM) Total Marks: 1

The characteristics of creative workers include:

Select correct option:

Personality

Knowledge

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Intellectual abilities

All of the given options

Question # 4 of 20 (Start time: 05:10:58 PM) Total Marks: 1

The ages of _____ are the most crucial in developing and strengthen your feelings about yourself.

Select correct option:

12-18

13-16

11-14

10-13

Question # 5 of 20 (Start time: 05:11:47 PM) Total Marks: 1

Companies gain the edge when, in addition to having an educated workforce, employees have high self-esteem and show all of the following behavior EXCEPT:

Select correct option:

Trusting your own capabilities

A feeling of dependency on leadership for direction

Being creative and innovative

Taking personal responsibility for problems

Question # 6 of 20 (Start time: 05:12:18 PM) Total Marks: 1

The people, who are good listeners, avoid argument and offending anyone, are demonstrating which of the following communication style?

Select correct option:

Emotive

Supportive

Reflective

Versatility

Question # 7 of 20 (Start time: 05:13:16 PM) Total Marks: 1

Motives are _____ directed.

Select correct option:

Work

People

Money

Goal

Question # 8 of 20 (Start time: 05:13:55 PM) Total Marks: 1

Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

Verbal

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Formal

Non verbal

Question # 9 of 20 (Start time: 05:15:12 PM) Total Marks: 1

Teams in organizations emphasize _____ communication.

Select correct option:

Downward

Horizontal

Upward

Diagonal

Question # 10 of 20 (Start time: 05:16:14 PM) Total Marks: 1

Personal and professional problems can solve through which of the following positive attitude?

Select correct option:

Speak and act with enthusiasm

Expect success rather than fear of failure

Learn from error and defeat

All of the given options

Question # 11 of 20 (Start time: 05:16:34 PM) Total Marks: 1

Work and family conflict occurs when the individual has to perform:

Select correct option:

Multiple roles

Few roles

Tricky roles

Unexpected roles

Question # 12 of 20 (Start time: 05:17:05 PM) Total Marks: 1

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Question # 13 of 20 (Start time: 05:17:37 PM) Total Marks: 1

Set of people with different set of behaviors and beliefs differentiates them from a larger culture of which they are a part called:

Select correct option:

Sub-culture

Society

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Group
Culture

Question # 14 of 20 (Start time: 05:18:14 PM) Total Marks: 1

Ahmed has been assigned a challenging project by his authority and he is very hopeful to achieve desired results. He is demonstrating which of the following strategy for projecting self-confidence?

Select correct option:

Use positive visual imagery

Use positive self-talk

Strive for peak performance

Develop a solid knowledge base

Question # 15 of 20 (Start time: 05:19:29 PM) Total Marks: 1

The increase of knowledge contributes to creativity because knowledge:

Select correct option:

Can be alternative for insight

Supplies the building blocks for generating and combining ideas

Stops mental flexibility

Supports traditional mind set

Question # 16 of 20 (Start time: 05:20:02 PM) Total Marks: 1

Suppose a person has an ability to know what information is appropriate, to find connections between the old and the new and to see the “big picture.” This shows that a person has:

Select correct option:

Troubles

Insight

A lack of concern for details

A strong personality

Question # 17 of 20 (Start time: 05:20:44 PM) Total Marks: 1

A basic theme of the Human Relations is that work and personal life:

Select correct option:

Converge in later life

Influence each other significantly

Influence individually

Should be handled differently

Question # 18 of 20 (Start time: 05:21:48 PM) Total Marks: 1

Which of the following is the act of understanding message?

Select correct option:

Encoding

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Decoding

Communication media
Channel

Question # 19 of 20 (Start time: 05:22:35 PM) Total Marks: 1

An individual who develops a strong work ethic will:

Select correct option:

Be strongly motivated

Be qualified for a managerial position

Behave in a highly decent manner

Develop a learning-goal orientation

Question # 20 of 20 (Start time: 05:23:12 PM) Total Marks: 1

Which of the following technique is highly recommended to resolve the conflict?

Select correct option:

Appeal top Third Party

Competing with others

Forcing others to accept your way

Confrontation & problem solving

Question # 1 of 20 (Start time: 05:27:20 PM) Total Marks: 1

The process, by which management brings workers into contact with the organization in such a way that the objectives of both groups are served, is known as _____.

Select correct option:

Human Relations

Human Resources Model

Strategic Management

Scientific Management

Question # 2 of 20 (Start time: 05:28:12 PM) Total Marks: 1

Ayesha is known for walking the talk, or showing consistency between her words and her actions. Ayesha has developed a reputation for:

Select correct option:

Self-confidence

Emotional intelligence

Trustworthiness

High energy

Question # 3 of 20 (Start time: 05:29:38 PM) Total Marks: 1

The two main components of self-esteem are:

Select correct option:

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Self-respect and self-denial
Self-confidence and self-indulgence
Self-efficacy and self-respect
Self-denial and self-discipline

Question # 4 of 20 (Start time: 05:30:03 PM) Total Marks: 1
A realistic goal is one that:
Select correct option:

Includes money as well as happiness
Is comparatively easy to attain
Matches the employer's wishes
Regulates the right amount of challenge

Question # 5 of 20 (Start time: 05:31:26 PM) Total Marks: 1
Cocaine and diet pills are _____ that produces feelings of optimism and high energy.
Select correct option:

Stimulants
Depressant
Narcotic
Relaxant

Question # 6 of 20 (Start time: 05:31:50 PM) Total Marks: 1
Workers with positive attitudes are likely to:
Select correct option:

Be liked by customers
Receive good performance reviews
Be promoted
All of the given options

Question # 7 of 20 (Start time: 05:33:05 PM) Total Marks: 1
A negative and _____ attitude damage all hope of career success.
Select correct option:

Self-defeating
Self projection
Self worth
Self centered

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Question # 8 of 20 (Start time: 05:34:29 PM) Total Marks: 1

Which one of the following keeps searching for more information before making a decision?

Select correct option:

Perfectionist

Rigid person

Intelligent

Flexible person

The perfectionist keeps searching for more information before making a decision.

Question # 9 of 20 (Start time: 05:35:51 PM) Total Marks: 1

Which of the following is NOT a part of the communication process?

Select correct option:

Encoding

Decoding

Feedback

Accepting

Question # 10 of 20 (Start time: 05:36:25 PM) Total Marks: 1

Which style of conflict resolution is best when the issues involved are complex and critical, with no clear solution available?

Select correct option:

Forcing

Avoiding conflict

Compromising

Accommodating

Question # 11 of 20 (Start time: 05:36:59 PM) Total Marks: 1

Mariam is good at confronting group members about their mistakes, demanding higher performance, and setting high expectations. Mariam is good at:

Select correct option:

Charisma

Effectiveness

Assertiveness

Cognitive skills

Traits can be developed with the right approach. One important trait of a leader is assertiveness. Keep in mind being assertive is a constructive way of standing up for yourself and being acknowledged for all your hard work. Assertiveness refers to being

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forthright in expressing demands, opinions, feelings and attitudes. **This includes confronting group members about their mistakes, demanding higher performance, setting high expectations and making legitimate demands on higher management.**

Question # 12 of 20 (Start time: 05:38:29 PM) Total Marks: 1
Field of Human Relations:
Select correct option:

Gets information about people's private lives
Gets information about people's social life
Covers all types of interactions among people at individual and group level
Applies specific techniques for dealing with individuals to avoid conflicts

Question # 13 of 20 (Start time: 05:38:58 PM) Total Marks: 1
Any incompatibility between behavior and attitudes results in ____ dissonance.
Select correct option:

Organizational
Cognitive
Attitudinal
Values

Question # 14 of 20 (Start time: 05:40:26 PM) Total Marks: 1
Which of the following are steps for bringing change in one's attitude that brings change in the behaviors ultimately:
Select correct option:

Identify the object
Introduce the new information that contradicts the existing beliefs
Introduce information about which individual agrees
All of the given options

Question # 15 of 20 (Start time: 05:44:29 PM) Total Marks: 1
_____ is the trait of leaders which help them to reduce tension and defuse anger to keep environment productive and calm.
Select correct option:

Assertiveness
Sense of humor
Enthusiasm
Cognitive skills
Humor helps leaders influence people by reducing tension, relieving boredom, and defusing anger.

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Question # 16 of 20 (Start time: 05:45:35 PM) Total Marks: 1

Which of the following is NOT one of the steps in the communication process?

Select correct option:

Communication media

Decoding message

Encoding message

Voice quality

Question # 17 of 20 (Start time: 05:45:49 PM) Total Marks: 1

One person's belief of himself or herself as being, actually liked by others is an example of which one of the following?

Select correct option:

Self_perception

Self-efficacy

Self-fulfilling prophecy

Self worth

Question # 18 of 20 (Start time: 05:46:48 PM) Total Marks: 1

Which one of the following is the totality of an individual's personality?

Select correct option:

Self awareness

Self confidence

Self esteem

Self love

Question # 19 of 20 (Start time: 05:47:09 PM) Total Marks: 1

Which of the following leadership style involves the leader giving followers something they want in exchange for something the leader wants?

Select correct option:

Charismatic

Transactional

Laissez-faire

Transformational

Question # 20 of 20 (Start time: 05:47:46 PM) Total Marks: 1

All of the following suggestions can develop the right mental set for emergence of an excellent record of attendance and punctuality EXCEPT:

Select correct option:

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Look upon your job as self-employment
Reward yourself for good attendance
Punish yourself for the opposite
Offensive attitude

Question # 1 of 20 (Start time: 05:51:26 PM) Total Marks: 1
A good supplier to positive attitudes is:
Select correct option:

Pessimism
Optimism
none of the given options
Low salary

Question # 2 of 20 (Start time: 05:52:12 PM) Total Marks: 1
The _____ is recommended technique to increase the self-confidence of an individual.
Select correct option:

Use negative visual imagery
Use negative self-talk
Understand self emotions
Strive for peak performance

Question # 3 of 20 (Start time: 05:52:42 PM) Total Marks: 1
Attitudes are an important part of human relations because they are linked to:
Select correct option:

Perception
Motivation
Relationships
All of the given options

Question # 4 of 20 (Start time: 05:53:23 PM) Total Marks: 1
Which of the following is NOT a characteristic of the Type B personality?
Select correct option:

Can relax without guilt
Lack sense of urgency
Does more things at once
Playing fun and relaxation

Question # 5 of 20 (Start time: 05:54:02 PM) Total Marks: 1

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The first step in problem solving is:
Select correct option:

Noticing the problem
Defining the problem

Know a level of importance to the problem
Assigning someone to handle the problem

Question # 6 of 20 (Start time: 05:54:24 PM) Total Marks: 1
During lunchtime, Junaid and his friends like to talk and laugh in order to satisfy their ___ need as they are required to stay quiet during working hours.
Select correct option:

Social
Security
Physical
Self-actualization

Question # 7 of 20 (Start time: 05:54:49 PM) Total Marks: 1
Which of the following statement is the best description of Leadership?
Select correct option:

The ability to influence and direct a group to goal achievement
The ability to exercise authority and power to get personal results
The ability to implement the vision provided by management
The ability to keep order and consistency in the midst of change

Question # 8 of 20 (Start time: 05:55:33 PM) Total Marks: 1
Which of the following step occurs first in the communication process?
Select correct option:

Encoding
Decoding
Transmitting
Understanding

Question # 9 of 20 (Start time: 05:56:03 PM) Total Marks: 1
Which one of the following is a disposition to approach an idea, event, person, or an object?
Select correct option:

Attitude
Behavior

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Perception
Ethics

Question # 10 of 20 (Start time: 05:56:52 PM) Total Marks: 1
Positive self-talk is:
Select correct option:

Bragging
Self-defeating
Saying positive things about yourself to yourself
Saying positive things about yourself to other people

Question # 11 of 20 (Start time: 05:58:00 PM) Total Marks: 1
Leaders of effective groups share all of the following characteristics EXCEPT:
Select correct option:

They have led successful groups in the past
They provide direction and meaning to the people they are leading
They favor action and risk taking
They are purveyors of hope

Question # 12 of 20 (Start time: 05:58:56 PM) Total Marks: 1
Ali has the ability of good human relations skills EXCEPT:
Select correct option:

See things from the other person's viewpoint
Be resentful of others
Instigate to build and maintains relationships
Understand the expectations of others

Question # 13 of 20 (Start time: 05:59:43 PM) Total Marks: 1
The _____ is the leadership trait which helps leader to get the desired goals achieved by subordinate.
Select correct option:

Charisma
Assertiveness
Effectiveness

Question # 14 of 20 (Start time: 06:01:11 PM) Total Marks: 1
The meanings that an individual acquires from other person's speech called:
Select correct option:

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Perceived meanings

Intended meanings
Pure meanings
Dictionary meanings

Question # 15 of 20 (Start time: 06:02:08 PM) Total Marks: 1

The most frequently satisfied need is:

Select correct option:

Safety and security .

Esteem
Belongingness and love
Self-actualization

Question # 16 of 20 (Start time: 06:02:37 PM) Total Marks: 1

Identify which of the following is the sum of self-confidence and self-respect.

Select correct option:

Self-esteem

Self efficacy
Self love
Self worth

Question # 17 of 20 (Start time: 06:03:10 PM) Total Marks: 1

To rely on stored information that is repackaged as insight to make decisions called:

Select correct option:

Long forgotten information
Accessible only to highly creative people
Long-term memory

Intuition

Question # 18 of 20 (Start time: 06:04:06 PM) Total Marks: 1

Any incompatibility between behavior and attitudes results in ___ dissonance.

Select correct option:

Organizational

Cognitive

Attitudinal
Values

Question # 19 of 20 (Start time: 06:04:27 PM) Total Marks: 1

Which person may experience-job stress, lowered morale, severe conflict and lowered

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productivity?

Select correct option:

Harassed

Aggressive

Violent

Sadistic

Question # 20 of 20 (Start time: 06:05:15 PM) Total Marks: 1

The actions or reactions of an individual in response to external or internal stimuli is called:

Select correct option:

Attitude

Behavior

Perception

Ethics

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