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MGMT611/HRM611 Human Relations
Solved Quizzes Lesson 1-30 by Dua Smile
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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 (4)

Society

Group

Culture

Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.

Select correct option:

Faster

Harder (92)

Quicker

Later

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status

Weight status

Abilities

All the characteristics included (56)

Which of the following is likely to be perceived as NOT being a team player?

Select correct option:

Avoid backstabbing

Share the glory

Establish trust

Give opinions that pleases team members even if know it's not true (68-69)

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The good organizational _____ go above and beyond the call of duty.

Select correct option:

Manager

Worker

Customer

Citizen (page 65)

Which of following is a suggestion for dealing with difficult people?

Select correct option:

Listen and respond

Give ample feedback

Use humor

The entire above are suggested ways (69)

Hamna is fast moving, hardworking, impatient and preoccupied with work, she has:

Select correct option:

Type A personality (5)

Traditional personality

Type B personality

Other directed personality

Which of the following is NOT recommended as a way of creating a strong presence?

Select correct option:

Get involved in high visibility projects

Get involved in teams

Take hold on to your manager's favorite tasks (65)

Make constructive suggestions

Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

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China (58)

France
Korea
Mexico

Nonverbal communications are:

Select correct option:

Neither spoken nor written

Only written
Only spoken
Not real communications

When we talk about interpersonal relationships it indicates what kind of communication style?

Select correct option:

Emotive

Versatility 42

Supportive
Reflective

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors 27

Approach
Actions
Activities

Knowledge or intellectual beliefs are the _____ component of attitude.

Select correct option:

Cognitive 17

Positive
Behavioral
Social

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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

A person who is self-disciplined always experiences significant:

Select correct option:

Day-by-day suffering

Disruption while attempting to achieve goals

Intrinsic motivation 21

Stress based on working so hard

“The way you present your personality in front of others” is best described by which of the following terms:

Select correct option:

Perceived Self

Private Self

Projected Self 1

Self-concept

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions 22

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

A significant fact about culture is that it is:

Select correct option:

Learned and kept private

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Learned and shared 56

Shaped mostly through genetics

Acquired mostly through formal education

Which of the following is a suggestion for building good relationships with coworkers?

Select correct option:

Maintain honest and open relationships

Make other people feel important

Be a team player

The entire above are suggested ways 67-68

The first step in problem solving is:

Select correct option:

Noticing the problem

Defining the problem 23

Know a level of importance to the problem

Assigning someone to handle the problem

The meanings which I want to communicate to the viewers are known as:

Select correct option:

Intended meanings 2

Pure meanings

Perceived meanings

Dictionary meanings

Identify which test measures the applicant's knowledge and skills.

Select correct option:

Personality

Achievement 87

Aptitude

Interest

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Which of the following is suggested way of improving cross-cultural relations?

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

All the suggestions can help to improve 60

Which of the following is NOT recommended as a way of creating a strong presence?

Select correct option:

Get involved in high visibility projects

Get involved in teams

Take hold on to your manager's favorite tasks

Make constructive suggestions

Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?

Select correct option:

Targeted resume 83

Creative resume

Chronological resume

Functional resume

Which one of the following would be considered as an organization?

Select correct option:

People in a train

People grouped together as a business

A "society" of insects

People who know each other

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

Select correct option:

Obsessive-Compulsive Disorder

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Seasonal Affective Disorder 30

Neurobiological Disorders
Attention Deficit Disorder

“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception 7

Self worth
Self love
Self respect

Which of the following is a standard job-finding method?

Select correct option:

Personal contacts

Unsolicited letter 80

Internet
Nepotism

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

Noise can occur during the _____ process.

Select correct option:

Decoding
Feedback
Encoding

All of the given options 34

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An individual feels loyalty and respect in which social group?

Select correct option:

In-group 13

Out-group

Reference group

Secondary group

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

Select correct option:

75 percent 40

45 percent

85 percent

65 percent

A _____ is a small semi-conscious message we send with a powerful impact on the receiver.

Select correct option:

Channel

Communication

Flow

Micro-inequity 59

Spends too much time on the Internet that effect work, sleep deprivation and neglects human contact, all are the reasons of:

Select correct option:

Internet dependence 29

Internet professional

Internet customer

Internet fond

Contradiction between knowledge, information and attitude is called:

Select correct option:

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Apathy

Cognitive dissonance 17

Dissatisfaction

Self-esteem

Developing an action plan in goal setting is to:

Select correct option:

Describe a method for achieve the goal 20

Establish rewards for attaining the goal

Establish penalties for not attaining the goal

Adjust the difficulty of the goal

Give importance first one of the following while choosing a career.

Select correct option:

Experience 76

Money

Income

Life style

Mostly personal problems emerge through self-defeating:

Select correct option:

Attitudes and behaviors 27

Approach

Actions

Activities

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

Select correct option:

Use emotion and colorful words 36-37

Appeal to human needs and time your message

Discuss differences in paradigms

Use mirroring to establish rapport

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What kind of personality is usually associated with stress?

Select correct option:

Type A

Type B

Inner directed

Traditional

A good supplier to positive attitudes is:

Select correct option:

Pessimism

Optimism

Being a famous person

Low salary

Good organizational citizenship behavior consists of all of the following EXCEPT:

Select correct option:

Be courteous

Help others to accomplish their tasks

Be conscientious

Concentrate on assigned tasks only 65

A nonverbal indicator that a person is lying likely to be:

Select correct option:

A symmetrical smile

Maintaining eye contact without constant staring

Frequent rubbing of the nose 35

Facial expressions that last about four or five seconds

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

Select correct option:

75 percent 40

45 percent

85 percent

65 percent

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Work habits refer to a person's characteristic approach to work, including:

Select correct option:

Priority setting

Handling of paper work

E-mail

Handling of paper work, Priority setting and organizational productivity 88

Which of the following resume formats consider worthy to apply for a job?

Select correct option:

Microsoft Front Page

Microsoft Word 83

Email document

Microsoft Publisher

The simplest explanation for self-defeating behavior is that some people suffer because of their:

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

All of the given options 27

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

Hasan has the capability and meet the requirements to get a particular job, which type of resume he will prepare?

Select correct option:

Targeted resume 83

Creative resume

Chronological resume

Functional resume

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Which one of the following helps to build up attitude?

Select correct option:

Reward

Punishment

Reward and punishment 16

Compensation

A standard part of job hunting is:

Select correct option:

Networking

Internet 80

Contacts

Newspaper

A major contributor of self-confidence is:

Select correct option:

Receiving positive feedback from others

Receiving negative feedback from others

Setting low goals for oneself

Losing out in competition to people more talented than oneself

Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

China 58

France

Korea

Mexico

Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

Discriminate 59

Judge

Categorize

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What kind of personality is usually associated with stress?

Select correct option:

Type A 5

Type B

Inner directed

Traditional

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.

Select correct option:

Stimulants 29

Depressant

Narcotic

Relaxant

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

Select correct option:

Crowd

Sub-group

Personality 5

Attitude

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

Select correct option:

Attitude 16

Level of ability

Salary

Ethics

A significant fact about culture is that it is:

Select correct option:

Learned and kept private

Learned and shared 56

Shaped mostly through genetics

Acquired mostly through formal education

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_____ is not benefit of portfolio career development.

Select correct option:

Developing your personal skills

Risk taking

Lack of stability

Dealing with change

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 26

Emotional intelligence generally compacted with the ability to:

Select correct option:

Connect with people and understand their emotions 22

Stay in control while taking tests

Knowing how to throw a explosion for effect

Using common sense to earn a living

Unsatisfied needs motivate us until they:

Select correct option:

Become satisfied 19

Become discouraged

Direct to working hard

Direct to self-esteem

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

Stress 6

Conflict

Clash

Disagreement

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Feelings of helpless and negative thinking are examples of _____ attitude.

Select correct option:

Self-defeating 27

Distress

Abnormal

Excessive guilt

Organized clubs and committees are example of:

Select correct option:

Emergent Groups 14

Work Groups

Social Groups

Out group

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

Select correct option:

Attitude 16

Level of ability

Salary

Ethics

Group behavior is dependent upon clear cut exchange of views among group members because:

Select correct option:

It is important to understand the joint actions people perform when they are together.2

It is important to understand how people label and evaluate relationships.

It is important to understand the opposing forces which affect communication quality.

None of the given options.

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 4

Society

Group

Culture

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Anything you are doing that allows time to get away from you

Select correct option:

Anything you are not doing that allows you to set free

Anything you are not doing that allows you to set free

Something that cannot be identified

Time log 94

Polygraph is used in which test:

Select correct option:

Aptitude

Achievement

Interest

Honesty 87

To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

Perform your job well 64

Bring your manager coffee every morning

All of the following are barriers to good cross-cultural relations EXCEPT:

Select correct option:

Perceptual expectations

Different norms and codes of conduct

Stereotypes

Speaking more than one language 59

Which of the following is likely to be perceived as NOT being a team player?

Select correct option:

Avoid backstabbing

Share the glory

Establish trust

Give opinions that pleases team members even if know it's not true 68-69

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Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.

Select correct option:

Faster

Harder 92

Quicker

Later

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

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

Select correct option:

Social approaches 17

Cognitive approach

Behavioral approach

Cognitive and behavioral approach

Which one of the following would be considered as an organization?

Select correct option:

People in a train

People grouped together as a business

A "society" of insects

People who know each other

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

Select correct option:

Multiple roles 31

Few roles

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Tricky roles
Unexpected roles

Person 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 failure
You learn from error and defeat

All of the given options 28

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

Select correct option:

Anxiety 30

Hopelessness
Narcolepsy
Gloominess

Negotiation may takes place:

Select correct option:

Between two people
Between groups
Within a group

All of the given options

Which of the following characteristics would likely be included in a training program that is designed to teach individuals about diversity in organization?

Select correct option:

Hair status
Weight status
Abilities

All the characteristics included 56-57

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Knowledge or intellectual beliefs are the _____ component of attitude.

Select correct option:

Cognitive 17

Positive

Behavioral

Social

A cross cultural training program might include which of the following?

Select correct option:

Business etiquette

Customs, traditions, and beliefs 60

Business etiquette, communication techniques and negotiation styles

Negotiation styles

Which one of the following resume organizes skills and accomplishments to the functions performed?

Select correct option:

Functional 83

Targeted

Creative

Gimmickry

To develop a good relationship with your manager or team leader you should:

Select correct option:

Act like you enjoy your work

Continue your education

Perform your job well 64

Bring your manager coffee every morning

Rizwan can make better decisions than other people because he is:

Select correct option:

Intelligent, well educated and experienced 22

Intelligent and risk taker

Flexible and educated

Risk taker

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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-concept

Self-efficacy

Self-fulfilling prophecy 54

Self worth

(Page 54) The manager's expectations become a self-fulfilling prophecy in part because when a leader expresses faith in group members, the members become more confident.

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

Select correct option:

Anxiety 30

Hopelessness

Narcolepsy

Gloominess

An important output from working smarter rather than harder is that you:

Select correct option:

Take help from other to perform your work

Avoid procrastination

Achieve more in the amount of time

Improve your regularity

All of the following are techniques for overcoming cross-cultural communication barriers EXCEPT:

Select correct option:

Use straightforward language and speak slowly and clearly

Be alert to cultural differences in customs and behavior

De-emphasize nonverbal communication 61

Observe cultural differences in manners/customs

Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

Discriminate 59

Judge

Categorize

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What kind of personality is usually associated with stress?

Select correct option:

Type A 5

Type B

Inner directed

Traditional

An individual should be familiar with the characteristics of the organization in which he/she interested in for the job is:

Select correct option:

Type of organization and its function

Mission and goals

Divisions and subsidiaries

Mission and goals, Products or services and its function

(Page 86) Knowing the employer or Organization

You should also be familiar with the characteristics of the organization you are interested in for the job.

They are as under

- Type of organization and its function
- Mission and goals
- Products or services
- Divisions and subsidiaries
- Position description and career paths
- Sales and earnings (if company is a public, for-profit organization)
- Size
- Competitors
- Location, including international operations (if applicable)
- Projects
- New trends in the field

Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options 33

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“Ali evaluates himself as one of the efficient, excellent and strong employee in the organization” This statement is the best description of which of the following?

Select correct option:

Self perception 7

Self worth

Self love

Self respect

When we talk about interpersonal relationships it indicates what kind of communication style?

Select correct option:

Emotive

Versatility 42

Supportive

Reflective

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.

Select correct option:

Stimulants 29

Depressant

Narcotic

Relaxant

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 32

Compromise with opposition

Competition the opposition

Confrontation with opposition

Which of the following is likely to be perceived as NOT being a team player?

Select correct option:

Avoid backstabbing

Share the glory

Establish trust

Give opinions that pleases team members even if know it's not true 68-69

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A social group towards which an individual feels opposition or a desire to compete is called:

Select correct option:

In group

Out group 13

Reference group

Secondary group

Which of the following is NOT one of the recommended techniques for finding a job?

Select correct option:

Mail campaign

Placement office and employment agencies

Nepotism

Impartiality

Give importance first one of the following while choosing a career.

Select correct option:

Experience

Money

Income

Life style

To study the customer which thing is needed?

Select correct option:

Pay attention to the behavior

Dressing

Style of the customer

All of the given options 71

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 47

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The first step in the self-discipline model is to:

Select correct option:

Compartmentalize spheres of life
Search for pleasure within the task
Develop role model

Formulate a mission statement 21

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

Negative attitudes disrupt the process of:

Select correct option:

Conflict
Change 17
Effort
Production

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 32

Optimistic approach
Grievance Procedure
Negotiation

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

Select correct option:

Multiple roles 31

Few roles
Tricky roles
Unexpected roles

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Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

Non verbal

Verbal

Unwritten

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

Select correct option:

Aptitude

Creativity 23

Proficiency

Skill

Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

All of the given options 76-77

Rizwan can make better decisions than other people because he is:

Select correct option:

Intelligent, well educated and experienced 22

Intelligent and risk taker

Flexible and educated

Risk taker

Which of the following step use in grievance procedure?

Select correct option:

Initiation of the formal grievance and Arbitration

Second-level of management

A higher-level manager and the local union president

All of the given options

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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

Primary group has all the characteristics EXCEPT:

Select correct option:

Face to face interaction

Small in size

Less intimate

Long-lasting relationships

Which of the following situation rises when demands are not met and pressure on individual is prolonged?

Select correct option:

Stress

Conflict

Clash

Disagreement

The first step in the self-discipline model is to:

Select correct option:

Compartmentalize spheres of life

Search for pleasure within the task

Develop role models

Formulate a mission statement

Which one of the following is NOT a component of attitudes?

Select correct option:

Cognitive

Affective

Negative

Behavioral

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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

Which of the following is suggested way of improving cross-cultural relations?

Select correct option:

Focus on the individual

Develop cultural sensitivity

Participate in diversity Training

All the suggestions can help to improve

Anything you are doing that allows time to get away from you

Select correct option:

Anything you are not doing that allows you to set free

Anything you are not doing that allows you to set free

Something that cannot be identified

Time log

Effective decision makers do not rely on careful analysis only. Instead they also use their intuition which is based on:

Select correct option:

Knowing and sensing

Guessing

Being certain

Hoping

Which one of the following skills is more important than technical skills?

Select correct option:

Personal

Communication

Interpersonal

Public

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The flow of communication from high level to lower level is called:

Select correct option:

Diagonal

Horizontal communication

Upward communication

Downward communication

Achieving good cross-cultural relations is hampered somewhat by people's predisposition to:

Select correct option:

Classify

Discriminate

Judge

Categorize

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

Which disorder can be treated successfully with medication and a supportive environment at home and on the job?

Select correct option:

Attention Deficit

Neurobiological 30

Obsessive-Compulsive

Narcolepsy

To become a better listener, you should first learn to:

Select correct option:

Stop talking

Remove distractions

Ask questions

Empathize

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Ideally you should pursue a career that provides you with right balance among work, leisure, and interaction with _____.

Select correct option:

Data

Things

People

Information

Which of the following is/are considered to be importance traits of effective leaders?

Select correct option:

Ask the right questions

Gives frequent feedback on performance

Develop partnerships with people

All the traits are included

Cocaine and diet pills are _____ that produces feelings of optimism and high energy.

Select correct option:

Stimulants

Depressant

Narcotic

Relaxant

Which of the following is a suggested way of building good relationships with customers?

Select correct option:

When a customer complains, be defensive

Show care and concern for the customer

Establish customer dissatisfaction goals

Place the company's needs first

The simplest explanation for self-defeating behavior is that some people suffer because of their:

Select correct option:

Poor planning

Unrealistic expectations

Fear of intimacy

All of the given options

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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

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 22

Which one of the following is NOT a reason that people procrastinate?

Select correct option:

Overwhelming

Unpleasant tasks

Fear of success

To get more money

The basic principle in getting along with coworkers is to follow:

Select correct option:

Written rules

Work standards

Safety rules

Group norms 69

An important component of self-discipline is:

Select correct option:

Say no to every request made of you

Minimize excuse making

Say yes to every request made of you

Never take time off from work

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Teams in organizations emphasize _____ communication.

Select correct option:

Downward

Horizontal

Upward

Diagonal

Identify which type of communication requires fewer human relations skills.

Select correct option:

Written

Non verbal

Verbal

Unwritten

An individual who always agree with everyone and flexible to change has a _____ communication style.

Select correct option:

Supportive

Reflective

Versatility

Emotive

Workplace violence usually stems from:

Select correct option:

Anger

Failure

Disturbance

Displeasure

Having certain character traits contributes to being trustworthy and being perceived as a trustworthy person. Which of the following is likely to be perceived as attribute of a leader who can be trusted?

Select correct option:

Being Compassion

Act in selflessness manner

Being honest

All of the given attributes

Note: Solved by VU Askari Team Students, not by Teachers

_____ are a major part of the organizational culture.

Select correct option:

Beliefs

Values

Norms

Standards

Which one of the following is NOT a reason that people procrastinate?

Select correct option:

Overwhelming

Unpleasant tasks

Fear of success

To get more money 88

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

Asma is taking stress to get good grade in exams that shows her:

Select correct option:

Hyper stress

Positive stress

Negative stress

Distress

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

Note: Solved by VU Askari Team Students, not by Teachers

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The leading cause of poor productivity and career self-sabotage is:

Select correct option:

Nepotism

Sabotage

Procrastination 88

Overwhelming

Work smarter not _____ is a modern approach to work that requires you to spend a few minutes planning how to implement your tasks.

Select correct option:

Faster

Harder

Quicker

Later

Which of the following will help you in choosing a career in future?

Select correct option:

Understanding the inner you

Assessing your interests

Assessing your skills

All of the given options

Salesperson should try to create goodwill through:

Select correct option:

Proper communication 72

Suggestive Selling

Merchandise Knowledge

Cooperation

Job search is a _____ way of finding a job that suits your circumstances and interests.

Select correct option:

Proper

Systematic 79

Experimental

Logical

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Which of the following country make more extensive use of body language as high-context culture?

Select correct option:

China

France

Korea

Mexico

The most frequently satisfied need is:

Select correct option:

Safety and security

Esteem

Belongingness and love

Self-actualization

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

Which one of the following introduces the applicant with the prospective employer?

Select correct option:

Cover letter

Resume 83

Testimonials

Letter

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

Select correct option:

Multiple roles

Few roles

Tricky roles

Unexpected roles

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