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Honey G

VU Askari Team

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HRM611 – Human Relation

Mid Term Subjective Solved By Honey G

1) How motivation affects behavior, human relations and performance? 3 marks

All behavior is motivated by some need. However, needs and motives are complex; we don't always know what our needs are or why we do the things we do. Have you ever done something and not known why you did it? Understanding needs will help you understand behavior.

Generally, an employee who is motivated will try harder to do a good job than one who is not motivated. However, performance is not based simply on motivation. The level of performance attained is determined by three interdependent factors: ability, motivation, and resources. This relationship can be stated as a performance formula: Performance = Ability × Motivation × Resources. Ability and motivation are driving forces of behavior to create the level of performance.

For performance levels to be high, all three factors must be high. If any one is low or missing, the performance level will be adversely affected. For example, Mary Lou, a very intelligent student, has the books, but because she does not care about grades, she does not study (low motivation) and does not get an A.

As an employee and manager, if you want to attain high levels of performance, you must be sure that you and your employees have the ability, motivation, and resources to meet objectives. When performance is not at the standard level or above, you must determine which performance factor needs to be improved, and improve it. In the opening case, Hank has the ability and resources, but he lacks motivation.

2) Briefly explain generation gap in the existence of conflict. 3 marks

The Generation Gap and Personality Clashes:

- Differences in age, or the generation gap, can lead to conflict because members of one generation may not accept the values of another.
- Disagreements on the job also stem from personality clashes, or antagonistic relationships between two people based on differences in personal attributes, preferences, interests, values, and styles.
- Clashes sometimes surface after people have been working together harmoniously.

3) Why Self confidence is necessary for speaking in front of the class?

3marks

Self-confidence is extremely important in almost every aspect of our lives, yet so many people struggle to find it. People who lack self-confidence can find it difficult to become successful. We have learnt that self-esteem is a sum-total of self-confidence and self-respect. Self-respect mostly depends upon self-confidence. Self-confidence is

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emphasized because of its importance in self-efficacy and performing well at job and in personal life. Many early careerists need to develop their self-confidence before they can be effective leaders.

4) How work and family demands create a source of conflict? 5marks

Competing Work and Family Demands:

- Balancing the demands of work and family life is a major challenge facing workers at all levels.
- The challenge of achieving balance is particularly intense for employees who are part of a two-wage earner family.
- Work-family conflict occurs when the individual has to perform multiple roles: worker, spouse or partner, and often parent.
- Work-family conflict is related to depression and other stress-related health problems.
- Work/family programs are aimed directly at reducing conflict stemming from competing work and family demands.
- These programs include.
 1. Flexible work schedules,
 2. dependent-care programs, and
 3. Compassionate attitudes toward individual needs.

5) identify three areas in a person's life for achieving his/her goal? 5 marks

A goal is an event, circumstance, object or condition a person strives to achieve.

Goals are useful because they: (a) provide a consistent direction, (b) improve the chances for success and (c) serve as self-motivators and energizers. Combined with self-efficacy, the contribution of goals is even more important.

Goals create a discrepancy between what exists and personal aspirations. Such a discrepancy leads to dissatisfaction and turn into a drive or motive to eliminate the discrepancy. From a neurological perspective, goals arouse the sympathetic nervous system to action. Overly demanding goals, however, may produce over-arousal; the person becomes over-stimulated and may back away from achieving the set goal.

Anger is a feeling of extreme hostility and displeasure .the emotion of anger create stress. How you manage your anger in your daily life? 3

DEALING WITH ANGER:

- Limited ability to deal with anger damages the career and personal life of many people.
- Anger is a feeling of extreme hostility or displeasure. Anger creates stress and results in physiological changes such as enlarged pupils, and a flushed face.
- Workplace violence usually stems from anger.
- The ability to manage anger is an important interpersonal skill, now considered to be part of emotional intelligence.

To manage anger, keep in mind the following:

- (1) Anger can be an energizing force, and therefore constructive if properly channeled.

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- (2) Express your anger before it reaches a high intensity.
- (3) As you are about to express anger, slow down.
- (4) Ask for feedback about how well you are expressing your anger.

In what ways your course "human relation" contributes to build your self confidence. 3

If you bring Self Perception, Self awareness, Self Worth, Self Love, Self Esteem and Self respect concepts together it sums up into “self confidence”. Self confidence is the totality of your personality. Enhanced self concept increases our potentiality and capabilities and makes us work in a better way. Self-confidence is extremely important in almost every aspect of our lives, yet so many people struggle to find it. People who lack self-confidence can find it difficult to become successful. We have learnt that self-esteem is a sum-total of self-confidence and self-respect. Self-respect mostly depends upon self-confidence. Self-confidence is emphasized because of its importance in self-efficacy and performing well at job and in personal life. Many early careerists need to develop their self-confidence before they can be effective leaders.

Describe the merits and demerits of conflict? 5

THE GOOD AND BAD SIDE OF CONFLICT:

- Conflict has both positive and negative consequences, much like work stress. On the positive side, the right amount of conflict enhances mental and emotional functioning and may lead to improved relationships.
- Conflict also helps prevent groupthink (over agreement to achieve cohesion). On the negative side, intense conflict may lead to physical and mental illness, wasted resources, sabotage, excessive fatigue, and workplace violence including homicide. Disgruntled employees may seek

Discuss the importance of self confidence and self efficacy?

Self-confidence is the ability and belief in our self to do those tasks that are given to us by our self or by other people in our family or from our employers. It is a kind of mental and physical force to do the job we are assigned to do.

For solving day-to-day problems, a moderate amount of self-confidence may be good enough but growing confidence through doing of things can lead to ever-increasing potential to do more and more; and thereby attaining successes throughout our life. Self-confidence is also important because it leads to self-efficacy (the belief in one’s capability to perform a task).

An experiment with unemployed people showed that self-efficacy can be boosted through training. A leader with high self-efficacy will usually believe that a task is doable.

1. Emotional Intelligence is important in decision making. Discuss with examples? 3 Marks

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A current conception of emotional intelligence is so broad that it encompasses many traits and behaviors related to leadership effectiveness, including self-awareness, self-management, social awareness, and relationship management.

Being able to deal effectively with your feelings and emotions, and those of others, can help you make better decisions. Emotional intelligence refers to qualities such as understand one's own feelings, empathy for others, and the regulation of emotion to enhance living. Control over emotions is usually necessary for building relations and finding good solutions to problems

2. Write three steps of communication to communicate effectively? 3 Marks

There are three technical steps for any communication to occur:

(1) Encoding (putting ideas into symbols)

The source initiates a message by encoding the idea (or a thought) in words or symbols send to the receiver.

(2) Communication media

The channel in the communication process is the medium that the sender uses to transmit the message to the receiver. Although the message could be in either an oral or written form, the oral medium most likely will be more effective because of the immediacy, if required.

(3) Decoding (understanding the message)

It is the act of understanding message (words or symbols).When the sound waves are translated into ideas; we are taking them out of the ode they are in, hence decoding. Thus reader or listeners are often regarded as decoders.

3. An employee who complaints loudly Paper copy from vu thirty nine dot com and frequently is known as pest. How employees make valid complaints to the manager? 3 Marks

For proper complaints to the manager employee should use intra-office communication channel. He/she should write a memo or email to the manager against this pest and completely describe the whole situations and drawback of this act. Prepare a charge sheet obtained by proper signed.

4. Difference between posture and hand gesture with one example of each? (5 Marks)

Posture:

Receivers generally note the sender's posture even without realizing it Good posture sends out positive messages. Offing is less Intimate and inviting than standing. An example of posture is standing straight.

Hand Gestures:

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Hand gestures are universally recognized as conveying specific information to others. An example is that open-palm gestures toward the other person typically convey positive attitudes.

5. How globalization and cross culture diversity open new opportunity for development? Describe with examples. 5 Marks

Recent theorists conceive of globalization as linked to the growth of social and cultural interconnectedness across existing geographical and political boundaries. Globalization and cross-cultural diversity clearly opens up opportunities for development. It is not a new phenomenon. Globalization is introducing and instilling cross cultural values in people. Globalization refers to the spread of new forms of non-territorial social activity. Human relations have become diverse due to the increasing personal and workplace complexities. Many people from overseas are working in various organizations in Pakistan who come from different cultures. Similarly many Pakistanis are working overseas who have their own values and norms. This type of diversity may be useful in learning new and more efficient ways of doing things. If the individuals are better trained in accepting the cultural diversities they will be more successful in their personal and organizational life.

The cultural differences may exist within the same country or from different countries. Being able to work well with people from other cultures, both outside and inside your own country is important for personal and organizational success. Being able to relate to a culturally diverse customer base is also necessary for success.

1. The Characteristics of creative workers can be grouped in to which three broad areas. 3 Marks

Creativity: The ability to use 'imagination' or power of mind to develop new and original ideas or things.

Following are the characteristics of the creative workers

1. Knowledge
2. Intellectual Abilities
3. Personality

Communication is so vital that it has been describe as the glue that holds organization together. Discuss 3 Marks

Communication is a critical tool for holding people together in families and in organizations. Most job and family disputes are the result of communication problems. It is the process of conveying the information and understanding of issues from one person to another. It is just like sharing the meanings with juniors, seniors or co-workers to get work done. Communication is a dynamic process through which managers or supervisors take action and do things. One person can initiate the process of communication but can not complete it by him or herself. It is completed only when the receiver receives it. People communicate with symbols of language, pictures, and gestures. Receivers draw meanings from symbols on the basis of their prior knowledge and experience. If a person

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does not know a particular language, for example Chinese, the symbols of Chinese language will be meaningless.

How will you a good organization citizen in your professional life? 3 Marks

An especially meritorious approach to impressing key people is to demonstrate organizational citizenship behavior, the willingness to work for the good of the organization even without the promise of a specific reward. The good organizational citizen goes “above and beyond the call of duty.” An effective way of being a good organization citizen is to step outside your job description. If people only do work included in their job description, a mentality of “It’s not my job” pervades.

An impressive way of stepping outside your job description is to anticipate problems even when the manager had not planned to work on them. Anticipating problems reflects an entrepreneurial, take-charge attitude.

Which steps are followed in Grievance procedure to resolve a conflict? 5 marks

The formal process of filing a complaint and resolving a dispute is the grievance procedure. It can also be regarded as a third-party method of resolving conflict. The Steps in the grievance procedure may vary from one to six. Typical steps are as follows:

1. Initiation of the formal grievance.
 2. Second-level of management.
 3. A higher-level manager and the local union president
 4. Arbitration. (Only about 1 percent of grievances go all the way to arbitration.)
- A grievance procedure used in many firms without a union is the Jury of peers, whereby unresolved grievances are submitted to a panel of coworkers.

Illustrate any two example of good Emotional Intelligence application of the workplace? 5 marks

Emotional intelligence means to be smart with feelings and examples of emotional intelligence are:

- Being able to recognize and manage your emotions appropriately
- Being able to recognize and effectively deal with others’ emotions
- Being able to motivate yourself and maintain successful relationships
- A charismatic CEO who inspires his employees and builds teamwork. Or, a parent that’s an inspiring role model

How might having a culturally diverse work force help a company to earn more profit? 3 Marks

Among the advantages of diversity in the workplace are: increased creativity, increased productivity, new attitudes, new language skills, global understanding, new processes, and new solutions to difficult problems.

- **Creativity increases:** when people with different ways of solving difficult problems work together towards a common solution

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- **Productivity increases** exponentially when people of all cultures pull together towards a single inspiring goal.
- **New attitudes** are brought to the business table by people from diverse cultures.
- **Language skills** are obviously needed in today's increasingly global economy and diverse workers often have this proficiency. If a company needs specific knowledge or language skills, it may hire foreign nationals for help.
- **New processes** can result when people with different ideas come together and collaborate.

Q 2 - Have you ever tried to communicate a message to a person who is emotionally aroused? If yes, what was your observation? [3 - Marks]

When people are emotionally aroused they are not likely to receive messages clearly, and they may say things they would not say if they were calm. It is best to calm down when sending and receiving messages.

Q 3 – Assume that Mr. Ahmad faced adversity of not having enough money for education expenses. Being a student of human relation, suggest him creative solution of his problem. [5 - Marks]

For creative solutions to the adversity problem, should use the problem-solving and decision-making steps. However, according to above situation, as such Mr. Ahmed faced adversity of not having much money for education expenses so the following can be the possible creative solution.

- Mr. Ahmed should start some part time job after classes through which his educational expenses can be met.

Q 4 – i - Cross-culture training Program [2.5 - marks]

ii - Foreign language training. [2.5 - marks]

A Cross-Cultural Training Program:

A cross-cultural training is considered necessary for developing skill in the international workers. Some organizations train their employees to behave according to the culture in which they are sent for assignments.

Foreign Language Training:

Learning a foreign language is often part of cultural training, yet can also be a separate activity. Knowledge of a second language is important because it builds better connections with people from other cultures than does relying on a translator. We can take here the example of a former coach of Pakistan cricket team, who started learning Urdu language to bridge the communication gap between the boys and the coach, as he was an Englishman.

Q 5 - Ferhat is very much worried now a day of some personal problem. Being a student of Human relation, give her any five tips. [5 - Marks]

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Ferhat should utilize the following tips to tackle personal problems:

- Expect success rather than fear failure.
- Focus on solutions rather than remain stuck in the problem.
- Speak and act with enthusiasm.
- Enjoy life with a positive attitude and a passion for the future.
- Gain the surge of energy that accompanies a positive mental attitude.
- Lift up the spirits and inspire others when they are down.
- Overcome obstacles or defeat with a renewed positive attitude.
- Say “YES to each new challenge as it presents itself.
- You learn from error and defeat
- Think like an employer.
- Positive thinking will let you do everything better than negative thinking will

How humor is helpful in dealing with difficult people. 3 Marks

Humor is a component of charisma, and a contributor to leadership effectiveness. Humor helps leaders influence people by reducing tension, relieving boredom, and defusing anger. The most effective form of humor is tied to the situation rather than telling rehearsed jokes.

How Cognitive Skills, Education and Experience are helpful in decision making? 5 Marks

Problem-solving and intellectual skills are referred to collectively as cognitive skills. However, Cognitive Skills, Education and Experience are playing a vital role in decision making. Cognitive skills try to convert the negative thinking into positive and help in a rational decision making. Similar, Education and Experience helps in decision making through their learning skills and past experience.

Q19: Briefly explain the big man theory of leadership with example (2 + 1)

This kind of theory is about the leaders who are called leaders by birth or born leaders. This type of leadership skill is not acquired through training. It is about the leaders who bring revolutionary changes at the mass level. Prophet Muhammad (PBUH) was a born leader. He brought a mass level of change in the society. Hitler and Churchill also belong to the category of born leaders.

Q20: How will you improve your self-efficacy in a given job? (3)

Self-efficacy is the belief in one’s capability to perform a task.
With the following measure self efficacy can be improve:

- Develop a Solid Knowledge Base:
- Use positive self talk:

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- Avoid Negative Self-Talk:
- Use Positive Visual Imagery:
- Strive for Peak Performance:
- Bounce Back from Setbacks and Embarrassments:
- Get Past the Emotional Turmoil:
- Find a Creative Solution to Your Problem

How respecting all workers and cultures help in promoting cross cultural understandings? Explain with examples. (3 + 2)

Cross Culture is the interaction of people from different backgrounds in the business world. Cross culture is a vital issue in international business, as the success of international trade depends upon the smooth interaction of employees from different cultures and regions. A growing number of companies are consequently devoting substantial resources toward training their employees to interact effectively with those of companies in other cultures in an effort to foment a positive cross-cultural experience.

Cross culture can be experienced by an employee who is transferred to a location in another country. The employee must learn the language and culture of those around him, and vice-versa. This can be more difficult if this person is acting in a managerial capacity; someone in this position who cannot effectively communicate with or understand their employees' actions can lose their credibility. In an ever-expanding global economy, cross culture and adaptability will continue to be important factors in the business world.

Suppose if you have strong motives or desire of recognition in an organization, what would be essentials in the line of needs? Discuss (5)

Need for recognition:

People with a strong need for recognition wish to be acknowledged for their contribution and efforts. This need for recognition runs through our lives. It feels a lot better to get positive attention from other people than it does to be met with indifference or with negative attention. It drives a lot of the little choices we make, too.

That drive for recognition is a big reason that many people make poor financial choices. Buying a late model used minivan won't wow the neighbors, but a new Lexus SUV will get their attention. A small house won't get attention – but a beautiful, big, exquisitely decorated one will get you some positive comments. I've fallen into this trap myself as a young adult, often buying gadgets partially for the ability to impress others and earn me some short-term recognition.

Question No: 32 (Marks: 10)

Variety of approaches can lead to constructive relationship with an immediate senior. How will you impress your manager in your professional life? Describe any five approaches.

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Impressing your manager:

- Achieve Good Job Performance
- Display a Strong Work Ethic
- Demonstrate Good Emotional Intelligence
- Be Dependable and Honest
- Be a Good Organizational Citizen
- Create a Strong Presence
- Find out What Your Manager Expects of You
- Minimize Complaints
- Avoid Bypassing Your Manager
- Use Discretion in Socializing With Your Manager
- Engage in Favorable Interaction with Your Manager

Question No: 41 (Marks: 5)

Discuss in detail any two barriers to communication.

Barriers to communication:

Communication rarely proceeds as effectively as we would like. Barriers are most likely to occur when a message is complex, emotionally arousing, or clashes with the receiver's mental set. If you are aware of barriers, you will be better able to overcome them.

- Limited Understanding of People
- Different Interpretation of Words
- Creditability of the Sender and Mixed Signals
- One-Way Communication
- Emotions and Attitudes
- Communication Overload
- Improper timing
- Poor Communication Skills

Question No: 42 (Marks: 5)

How your self perception emerges out of your relations with others like your family and friends? Discuss with two examples. (2.5+2.5)

One of those tools is self perception. How do you value and evaluate yourself? It is probably the most important psychological factor. Self perception is the picture you hold about your self. Feel that you are good, strong and best but this self perception should be realistic as this is very important that how this picture does comes to your head? How it emerges out of your relations with other people, your family members, your friends, your work mates' etc. When you perform well they appreciate you and gives you

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feed back that you perform excellently. It gives you a picture of yourself which you attain by interacting with others.

Examples:

- If you hear a lot of rock music and do not particularly dislike it, you will probably conclude that you do like it
- Ali evaluates himself as one of the efficient, excellent and strong employee in the organization.

Question No: 32 (Marks: 10)

Describe any four steps that help you to build up self confidence. (2.5+2.5+2.5+2.5)

These are certain steps which can be followed to build up self-confidence

Write down Personal Assets and Achievements:

- Develop a Solid Knowledge Base:
- Use positive self talk:
- Avoid Negative Self-Talk:
- Use Positive Visual Imagery:
- Strive for Peak Performance:
- Bounce Back from Setbacks and Embarrassments:
- Get Past the Emotional Turmoil:
- Find a Creative Solution to Your Problem

Best of Luck

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