GENERAL DIRECTIONS

- All the questions are compulsory and must be answered.
- Use only pen for writing answers.
- Double answers will not carry any marks.
- Observe correct spelling.

Level: Advanced Diploma

Date: Sunday, April 03, 2016  Time: 12:00noon to 02:00pm

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<th>Type of Questions</th>
<th>Allocated Marks</th>
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<td>I. True or False</td>
<td>10 X 1 Mark</td>
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<td>II. Multiple Choice</td>
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<td>III. Short Answer</td>
<td>4 X 4 Marks</td>
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<td>IV. Essay and Analytical</td>
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TOTAL SECURED MARKS IN WORDS

Marked by:

Verified by:

Date:

Signature:

Date:
I. TRUE OR FALSE QUESTIONS

*Choose true if statement is right and false if it is wrong*
(Please put a Tick [✓] mark on the correct answer.)

1. Misrepresentation is a serious offence. 
   - True  - False

2. Disputes are inward articulation of conflict.
   - True  - False

3. Stressors are both job related and personal in nature.
   - True  - False

4. Management makes rules to set the standards of conduct and performance.
   - True  - False

5. Document is not prudent.
   - True  - False

6. Written warning is a type of formal documentation.
   - True  - False

7. Rules means a level of quality.
   - True  - False

   - True  - False

9. Gender discrimination cannot hurt company’s productivity.
   - True  - False

10. Conflingere means to come together for a battle.
    - True  - False
II. MULTIPLE CHOICE QUESTIONS

(Please darken the correct answer box.)

Suggested Time: 10 minutes
(10 x 1Mark = 10 Marks)

1. Which one of the following refers to a conflict between two individuals?
   a. Intrapersonal.
   b. Intergroup.
   c. Interpersonal.
   d. Intragroup.

2. In an organization what does an employee look to see__________________________.
   a. What you do more than what you say.
   b. What you say more than what you do.
   c. Only written rules and regulations.
   d. Only implementing procedures.

3. Which form of reprimand is best if completed in a private and informal environment?
   a. Written warning.
   b. Oral warning.
   c. Suspension.
   d. Demotion.

4. Which one of the conflict management style minimizes meeting of persons in conflict?
   a. Accomodating.
   b. Avoiding.
   c. Compromising.
   d. Collaborating.
5. Management’s ultimate disciplinary punishment is _________________.
   a. Pay cut.
   b. Suspension.
   c. Demotion.
   d. Dismissal.

6. Which one is the last symptom exhibited when an employee has a personal problem?
   a. Continuing in the same job.
   b. A change in the performance.
   c. Increase misunderstanding
   d. The decision of the manager.

7. Conflict does not arises out of _________________.
   a. Compatible interest.
   b. Disputes.
   c. Perception.
   d. Counter threats.

8. Which one of the following is an example of gross misconduct?
   a. Theft.
   b. Hypertension.
   c. Less over-whelmed.
   d. Decreased marital tension.
9. Which method that management adopts, makes the employee resign on his own?

a. Suspension.

b. Warning.

c. Pay cut.

d. Demotion.

10. Information deficiency arises during ____________.

a. Role incompatibility.

b. Information sufficiency.

c. Communication breakdown.

d. Personality.

III. SHORT ANSWER QUESTIONS.

Write in short and clear statements. Limit your ideas/points as required in each question. Excess answer(s) will not earn any mark.

1. Describe the following: (2+2= 4 Marks)

a. Physical sign of violent behaviour

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

b. Competition for resources and status struggles.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Suggested Time: 40 minutes
(4 x 4 Marks = 16 Marks)
2. Explain any four Human Relations view of conflict.  

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

3. Explain positive and negative outcomes of conflict process?  

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
4. Mr. Said is working as a technician in XYZ Company. In January 2006, he came late on 4\textsuperscript{th} by 50 minutes, on 7\textsuperscript{th} by 55 minutes and on 8\textsuperscript{th} by 70 minutes. As per the company policy if an employee is late for two hours in a month then he will be suspended for three days. The employee also has one week to appeal for any disciplinary action taken by the management. Write a warning letter to Mr. Said for not being punctual to the office as per the warning letter specifications. (4 Marks)

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_________________________________________________________________________

III. ESSAY AND ANALYTICAL

Suggested Time: 40 minutes
(2 x 7 Marks = 14 Marks)

1. You are manager of ABC Company in Oman and you find an employee coming to office late regularly even after giving repeated oral warnings.

   a. What disciplinary action can be initiated against him? (2 Marks)
   b. Explain any five points to be considered while investigating disciplinary matters. (5 Marks)
2. a. What is mental illness? What is the most common serious form of mental illness? (2 Marks)
b. Explain in your own words any five signs and symptoms of mental illness? (5 Marks)