

## Chapter 8—Introduction to Human Relations

### MULTIPLE CHOICE

- The study of human relations broadly analyzes:
  - workplace relations, differences, and strategies.
  - human behavior, personal strategies, resolution of behavioral problems, and self-management.
  - the relationship between human behavior and technological advances.
  - individual behavior patterns.
- One reason that the importance of interpersonal relations in business is increasing is:
  - organizations' ability to demonstrate business-time results.
  - the increasing evolution of the world through the use of computer technology.
  - organizations' increasing confidence in their relations.
  - the decreasing costs of implementing human relations programs.
- Many companies are improving interpersonal relations by:
  - attempting to establish a strong financial structure to ensure employee satisfaction.
  - using technology to enhance employees' involvement in management decisions.
  - organizing their work in teams so that each employee plays a part.
  - offering credit services to stockholders.
- The increase in workplace incidents particularly threatens which of the elements of good interpersonal relations?
  - Structure and group relations.
  - Assembly productivity.
  - Appropriate use of workplace technology.
  - Relationships between supervisors and subordinates.
- Studies have shown that most people fail at their jobs because:
  - they were not trained.
  - their job descriptions did not match expectations.
  - they had demonstrated adverse personalities.
  - their technical skills were lacking.
- People skills are usually described as having the following abilities:
  - overall motivation and general satisfaction.
  - managing time effectively and resources.
  - technical ability and good cooperation with people.
  - good interaction with people and thinking skills.
- Individuals can achieve greater satisfaction from their careers and personal lives when they are successful and strive to manage:
  - the relationships with their personal selves.
  - their one-to-one relationships.
  - their group member relationships.
  - all of these.

# Introduction To Human Relations Chapter Review Questions

**Sandra M. Reed**



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