

1= Those factors that impede proper flow of effective flow of communication are called
ANS= Barriers

2= The temporary withholding of employee services from the employer for renegotational reasons is called
ANS= Strike

3= The ability of the leader to reward those who comply with processes is known as
ANS= Reward Power

4= The individual or group that the sender transmits information to or wishes to communicate with
ANS = The Receiver

5= The condition that arises when two or more individuals or groups perceive their own interest as being challenged by others is known as
ANS = Conflict

6= Models of Human Resources management consist of all the following except
ANS= Retrenchment Model

7= Ethical reasoning should be
ANS= Logical

8= In Human Resources management, the series of activities to be performed in sequential order is known as
ANS= Human Resources Procedure

9= The message receivers, response to the message is known as
ANS= Feedback

10= According to the trait theory, the instinct or desire to motivate people is known as
ANS= Leadership Motivation