



P.E.S. College of Engineering, Mandya - 571 401

(An Autonomous Institution affiliated to VTU, Belagavi)

Fourth Semester, Master of Business Administration (MBA)

Semester End Examination; June - 2017

Personal Growth and Interpersonal Effectiveness

Time: 3 hrs

Max. Marks: 100

Note: Answer all FOUR full questions from PART-A and PART-B (Case study) is Compulsory.

PART - A

- 1 a. Why is personal growth important? Write a brief note on your personal growth goals? 10
 b. What is job satisfaction? State the factors that contribute to employee's job satisfaction? 10

OR

- 2 a. Explain Carl Jung's theory of personality? 10
 b. Write a note on FIRO-B. 10
 3 a. Explain Johari Window with suitable examples? 10
 b. Write a note on Seven Habits of highly effective people? 10

OR

- 4 a. What is MBTI? Briefly explain 16 types of personality used in MBTI Tool. 10
 b. Explain with a neat diagram various life position. 10
 5 a. Write a note on major difference between Pedagogy and Andragogy. 10
 b. Explain different types of translational and the implications of translational analysis? 10

OR

- 6 a. Define emotional intelligence. How to manage emotions at workplace. 10
 b. What do you mean by the term perception? Explain in brief perceptual process. 10
 7 a. What are conflicts? Explain various sources of conflict? 10
 b. Explain in detail the importance of motivation in an organization? 10

OR

- 8 Write Short Notes On: 20
 a. Assertive Behavior b. Characteristics of Extrovert
 c. Values d. Interpersonal Need.

PART - B (Compulsory)

9. **Case study:**

Bharath works in a government agency responsible for service to senior citizens. Sapiya his supervisor has worked in government for about 30 years. She is highly competent and has been recognized publicly for her service to the agency clients. Bharath does not like her. He is frequently rude and discourteous to her and has been heard making unkind remarks about her to seniors.

He believes Supriya coddles them and expects too much of her employees. He has said "Supriya doesn't know what she is doing; I could get the work done much faster if she would let me do things my way." Bharath tells other workers that it is time for Supriya to retire. He enjoys doing imitations of her behind her back on several occasions; Bharath has been careless and has given misinformation seniors that confused them.

Supriya is a caring person who prides herself on doing whatever she can to-help others. She is aware of Bharath's attitudes and action. Supriya also recognizes Bharath's assets- He has good education, his computer skills are excellent and he works hard follows the rules and regulation of the agency. Supriya is determined to help Bharath adjust his attitude or find him a job within the agency that suits his skills.

Questions:

- a. Why do you think Bharath has such an attitude? How does his attitude damage the agency?
- b. Does Supriya have grounds to dismiss Bharath? Why does she want to help him with his attitude? Ultimately who can change Bharath's attitude? 20
- c. What suggestions do you have for Supriya as she begins to work with Bharath would you say to him to start a "change" dialogue? What steps will Bharath need to take to adjust his attitude?
- d. In your opinion, can Bharath be successful in another job? In another agency? Why or why not?

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