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

(An Autonomous Institution affiliated to VTU, Belgaum)

Third Semester - Master of Business Administration (MBA)

Semester End Examination; Dec. - 2015

Personal Growth and Interpersonal Effectiveness

Time: 3 hrs

Max. Marks: 100

Note: Answer any **FOUR** full questions from **PART – A** and **PART – B** (Case Study) is Compulsory.

PART - A

- 1 a. What is personal behavior? Explain the concept of personal growth. 10
 b. What is job satisfaction? Explain the factors that contribute to Employee's job satisfaction. 10

OR

- 2 a. Explain Carl Jung's theory of personality. 10
 b. What is transactional analysis? Explain different types of transactions. 10
 3 a. Discuss Trait theories of personality. 10
 b. What are differences between Pedagogy and Androgogy? 10

OR

- 4 a. How can Johari window helps in enhancing personal growth? Explain. 10
 b. Explain levels of conflicts in an Organisation. 10
 5 a. What is emotional intelligence? Explain the dimensions of EI. 10
 b. What do you mean by perception? Explain its process. 10

OR

- 6 a. Explain in brief the seven habits of highly effective people. 10
 b. What is Assertive behavior? Explain its advantages. 10
 7 a. Discuss the job involvement and organizational commitment and its effects in the organization system. 10
 b. Explain different life positions and which life position are you in? 10

OR

- 8 a. Is conflict always dysfunctional and harmful to organizations? Elucidate. 10
 b. Write a note on transactional analysis. 10

Contd...2

PART - B**9. Case study :**

Smathi and Anitha were great friends in their college days. Smathi had lot of fun in college. She was an average student. In summer holidays, she was working on hourly basis. Another lady Anitha liked to work fast and she was not satisfied working on hourly basis. After completing her graduation. She took up the job of secretary for an MNC. Work came to her in the form of preparing reports, attending executing calls and being in office from morning 8.30 am to evening 9 pm. This made her to be a real workaholic. Though a highly ambitious lady. She could not manager her task. Her things were unorganized. The more she toiled the more was her stress. It was too hard to adjust with non-supportive workers and colleagues. One fine day, things were getting worst and her boss called up for her. Her boss was an understanding and soft spoken person. He took her for a cup of coffee and started the conversation slowly. He initially asked her about her parents and later about the job. Anitha busted out and she poured all her past up emotions to her boss.

- a) What are the signs of Anitha exhibiting in this case? 7
- b) Could she reconcile with her workers and colleagues? If so, how? 7
- c) Suggest a suitable remedy for Anitha improve her performance. 6

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