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Roll No. _____

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M.B.A. (Third Semester) Examination, 2014

Personal and Interpersonal Dynamics

Paper No. : 307-B

Time Allowed : Three Hours] [Maximum Marks : 75

Note: Attempt **all** questions. **All** questions carry equal marks.

Unit-I

1. Highlight the transition which has taken place in Indian society from agrarian to industrial environment. Discuss the work behavior which has undergone change before and after the industrial revolution with examples.

OR

What steps would you take as a manager to effect change in the mind-set of employees conducive to the changing reality of business? Discuss in the light of paradigms of self, others and the environment.

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Unit-II

2. Describe the socialization process and explain how it influences personality, attitudes and values?

OR

Differentiate between values and principles. How ethical principles can help us in day-to-day decision making.

Unit-III

3. Discuss the significance and process of counseling in organizations. Describe the ethical issues involved in it.

OR

What is persuasion? How "Seek first to understand, then to be understood" can help us in making our point and let the other person be with us?

Unit-IV

4. Define and discuss the essential features of a learning organization. What are the facili-

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tating and hindering factors? Cite an example where a traditional organization has been transferred into a learning organization.

OR

Identify a situation in which you desire greater team work and synergy. What conditions would need to exist to support synergy? What can you do to create those conditions?

Unit-V

5. Read the following case carefully and answer the question given at the end:

Barry is a 27-years old who is a foodservice manager at a casual dining restaurant. Barry is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language.

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Barry is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and hand washing, time/ temperature, and cleaning and sanitizing). But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety training.

The owners of the restaurant are supportive of Barry in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely.

One day Barry comes to work and is rather

upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time. Barry is frustrated and doesn't know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety. Barry has taken many efforts to get employees to be safe in how they handle food. He has huge signs posted all over the kitchen with these words: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS

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ALWAYS AND OFTEN. All employees are given a thermometer when they start so that they can temp food. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently.

1. What are the interpersonal challenges and barriers Barry faces?
2. What solutions might Barry consider in addressing each of these challenges and barriers?
3. What are some ways Barry might use effective communication as a motivator for employees to follow safe food handling practices?