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Roll No.

6023

M.B.A. Third Semester

Examination, 2011

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 behaviour which has undergone change before and after the industrial revolution with examples.

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OR

"Despite the increase in number of women employees, gender bias continues to prevail." Comment and specify what policy changes should organizations initiate to deal with the issue?

Unit - II

2. Can emotional intelligence be learned? Briefly discuss the process of learning emotional intelligence.

OR

Describe Passages Theory of personality development and its relevance for work environment.

Unit - III

3. Discuss the significance and process of counselling in organisations. Describe the ethical issues involved in it.

OR

What is persuasion? Explain thirty methods of influence as enunciated by Dr. Stephen R. Covey.

Unit - IV

4. Define and discuss the essential features of a learning organisation. What are the facilitating and hindering factors? Cite an example where a traditional organisation has been transferred into a learning organization.

OR

Write an explanatory note on Power Dynamics.

Unit - V

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

Raju and Kirti have been friends since their school days. After completion of their college education, Raju (son of a businessman) joined his father's business CDB firm and Kirti completed his CA and joined a well known accounting firm KPL Associates. Being good in his job, Kirti slowly established a name for himself in the business circles.

Meanwhile, under Raju, CDB firm started growing and

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went on to become a large organisation. CDB firm was looking for competent accountants to fill up two vacancies. Tina (another competent Chartered Accountant) and Kirti were short-listed and finally hired by the CDB firm. Like a lot of successful professionals, both Kirti and Tina were confident about themselves and also about giving their best to the organisation.

After some time, to keep pace with the organisation's growth, CDB went on to bring about new team structure changes. One day the General Manager (HRD), Shirish had an opportunity to meet Raju and during the course of reviewing the structural changes said "Sir, both Kirti and Tina have similar backgrounds, they are both talented and good and seem to enjoy working with us and yet have reacted in different ways to our new team structure."

When asked to explain, the General Manager (HRD), Shirish said "Last week, a new approach was cre-

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ated for the AD Audit because it was felt that we didn't have much experience with that type of audit, Tina has responded very well to the changed procedures, but Kirti seems not to be very happy about them. In a short time, she has gone from being one of the most pleasant employees to being very difficult to get along with. At times some of the subtle ways of managing people surprise me. We have employees facing the same set of circumstances and yet get such very different reactions from them. I simply don't understand, why these differences exist in behaviour among such employees. What should I do?"

Questions:

- (a) If you were Raju, what advice will you give to Shirish ?
- (b) Can you suggest ways to avoid such occurrences in future ?