

NEW SCHEME									
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Third Semester MBA Degree Examination, Dec. 06 / Jan. 07
Business Administration

Personal Growth and Interpersonal Effectiveness

Time: 3 hrs.]

[Max. Marks: 100

Note : Answer any FOUR questions from Q-1 to Q-7, Q-8 is compulsory.

1.
 - a. What is personal growth? (03 Marks)
 - b. What is the nature of attitude? How attitudes can be changed? Briefly explain. (07 Marks)
 - c. What is job satisfaction? What factors contribute to employee's job satisfaction? (10 Marks)
2.
 - a. Explain the term personality in brief. (03 Marks)
 - b. What is 'MBTI'? Explain its use as personality inventory tool. (07 Marks)
 - c. Define the term reinforcement. Explain different types of schedules of reinforcements with their implications. (10 Marks)
3.
 - a. State the qualities of type 'A' personality. (03 Marks)
 - b. What do you understand by "values"? Why is it important for personal growth? (07 Marks)
 - c. State and explain major personality attributes influencing Organizational Behaviour. (10 Marks)
4.
 - a. What is motivation? (03 Marks)
 - b. What are learning curves? What is its role in understanding learning process? (07 Marks)
 - c. What is 'Transactional Analysis'? Explain different transactions with illustration. (10 Marks)
5.
 - a. Mention the qualities of an introvert. (03 Marks)
 - b. Briefly explain the perceptual process. (07 Marks)
 - c. Draw Johari window. How can it help in enhancing personal growth? Explain. (10 Marks)
6.
 - a. What is emotional intelligence? (03 Marks)
 - b. Explain different conflict resolution mechanisms. (07 Marks)
 - c. What is dysfunctional conflict? Explain sources and effects of conflict. (10 Marks)
7.
 - a. Which are the ego states in transactional analysis? Explain. (03 Marks)
 - b. Explain big five factors of personality. (07 Marks)
 - c. Explain the seven habits of highly effective people. (10 Marks)

8 Case study (Compulsory)

DR. RANGA

Dr. Ranga comes from a very highly placed family of South India. His father was a Major General in the armed forces and his mother, though an educated housewife, was very ambitious and aggressive in teaching her children the values of success, competition and achievement. All the five children in the family are very well settled in various fields.

Dr. Ranga, the second son and the third child in the family was specially loved and attended to by his mother because he was exceptionally bright and from a very early age expressed his desire to become a doctor. He was educated in the best convent school, was very good in sports and graduated with high honours. He was accepted in one of the finest medical schools in India and completed his MBBS degree in 5 years, specializing in neurosurgery.

After spending two years in medical residency in a hospital in India, he went to America in 1974 and started working in a hospital. He was very diligent, hard working and came to be known as one of the best neurosurgeons in the hospital by 1980. In the meantime, he came to India in 1976, got married and had one daughter. He was making very good money and was considered as one of the most successful and affluent Indian doctors in the India social circles.

In 1984, one of Dr. Ranga's old friends from India, Dr. Singh who had also settled in America visited an Indian restaurant for dinner. He was most surprised to see Dr. Ranga sitting lotus style on the floor playing an Indian musical instrument known as sitar. His total income from playing the instrument for the guests including tips came to less than \$ 100 for the day. Dr. Singh greeted Dr. Ranga with affection but wanted to know what was going on. The conversation went something like this:

Dr. Singh: Dr. Ranga! My God! What a surprise? I have not seen you for ages. I heard you were working in the hospital as a neurosurgeon. And I assume you are playing the sitar just as a hobby.

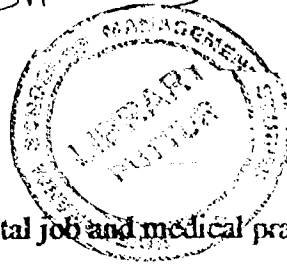
Dr. Ranga: No, Dr. Singh, I am not playing the sitar as a hobby. I am playing it as kind of a profession. I have always liked music and it gives me a lot of peace of mind. My needs are limited and I make enough money to satisfy these needs.

Dr. Singh: But Dr. Ranga, you spent a lifetime in being a doctor - a very good neurosurgeon - with unlimited money potential. You could afford the most beautiful house, the best car and anything else you wanted. Everybody wants the best in material possessions. They are the best motivators to work harder, achieve more in your professional life and be successful. I feel bad that you have to give up all that.

Dr. Ranga: But I have achieved all I wanted to achieve. I made a lot of money and have everything material that I need. The material things are no longer motivators for me. Now I want to know myself. I want to understand the purpose of life. I want to be happy. And I am happy. I am what I want to be and I do what makes me happy. Isn't happiness the ultimate goal in life anyway? Dr. Singh: Well, you are right on that point and I wish you the best of luck.

Contd....

Questions



1. **WHAT HAS Dr. Ranga lost in giving up his hospital job and medical practice and what has he gained instead?** (05 Marks)
2. **How does Maslow's model of motivation explain and justify his behaviour?** (05 Marks)
3. **What do you think might have prompted Dr. Ranga to change his entire outlook of life? Knowing what you know, do you think his change in behaviour was a gradual process building within him or is it possible that some sort of crisis situation suddenly affected this change?** (05 Marks)
4. **How does McClelland's theory of needs fit in this situation. McClelland's theory emphasizes achievement, power and affiliation as the primary motivators in an organizational setting?** (05 Marks)

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