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10MBAHR344

**Third Semester MBA Degree Examination, December 2011**  
**Personal Growth and Interpersonal Effectiveness**

Time: 3 hrs.

Max. Marks:100

**Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7**  
**2. Question No. 8 is compulsory.**

- 1 a. Define the personal growth. (03 Marks)  
b. Explain the foundation of individual behaviors. (07 Marks)  
c. Define the concept of self awareness and self – esteem. (10 Marks)
- 2 a. Define the personality. (03 Marks)  
b. Discuss the MBTI. (07 Marks)  
c. Explain the type and fait personality theories. (10 Marks)
- 3 a. What are the characteristics of androgogy? (03 Marks)  
b. Discuss any two learning theories. (07 Marks)  
c. Draw the learning cycle and explain its relatedness to personality developers. (10 Marks)
- 4 a. Define the attitude. (03 Marks)  
b. Discuss the factors influencing perception. (07 Marks)  
c. Explain the seven habits of highly effective people. (10 Marks)
- 5 a. Define the motivation. (03 Marks)  
b. Discuss the defense mechanisms in groups. (07 Marks)  
c. Explain the FIRO – B scale. (10 Marks)
- 6 a. What is emotional intelligence? (03 Marks)  
b. What are the sources of conflicts? Explain the process of conflict. (07 Marks)  
c. Explain the transactional analysis. (10 Marks)
- 7 a. Define the values. (03 Marks)  
b. Discuss the interaction styles in life positions. (07 Marks)  
c. Explain the 'Johari – window' (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

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Case study :

Firms are downsizing. Consumer confidence is plunging. Given the uncertain economic environment, why should any body give up a secure job?

It may seem off, but competent people still do it everyday. They job hop in search of greener pastures. Take Sridhar, a software expert in a Bangalore based firm, who scribbled the following remarks on his exit interview questionnaire.

“This job is not right for me. I would like to have more input on decisions that affect me more chance to show what I can do. I do not get enough feedback to tell me if I am doing a good job or not and the firm keeps people in the dark about where it is headed. Basically I feel like an interchangeable part most of the time”.

I reply to the question whether the firm could have done anything to retain Sridhar he replied “probably not”.

Why do so many promising employees leave their jobs? And why so many others stay on but perform at minimal levels for lack of better alternatives? One of the main reasons – Sridhar’s reasons can be all but invisible, because its so common in so many organizations, a systematic failure to keep good people.

Companies should worry about people like Sridhar. By investing in them they may actually help reduce turnover, save on training costs and increase productivity improve quality and reap the benefits of innovative thinking and teamwork.

Human resource professionals and managers can contribute to corporate success by encouraging employee’s empowerment, security, identity and competence. How? By recognizing the essential components of keeping their best people and by understanding what enhances and diminishes those components.

Sridhar doubts that his firm will ever change, but other organizations are taking positive steps to focus on and enhance employee retention. As a result they are reducing turnover improve quality, increasing productivity and saving on their training costs.

Questions :

- a. Do you think that Sridhar’s self – esteem had anything to do with his leaving the firm? (05 Marks)
- b. What do you think were Sridhar’s satisfaction with and commitment to the job and firm he is leaving? (05 Marks)
- c. What lessons can the firm learn from the case of Sridhar? What can and should it how do? (05 Marks)
- d. Which theory of personality does best describe Sridhar’s behavior? (05 Marks)

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