

Enrolment No: E22CSEU0827Name of Student: M.A.DHAIVDepartment/ School: SCSET**END TERM EXAMINATION ODD SEMESTER 2022-23****COURSE CODE: CSET103****COURSE TITLE: New Age Life Skills****COURSE CREDIT: 02****MAX. DURATION 2 HRS****SECTION: A; B; C****TOTAL MARKS 35****GENERAL INSTRUCTIONS: -**

1. Do not write anything on the question paper except **name, enrolment number and department/school**.
2. Carrying mobile phone, smart watch and any other non-permissible materials in the examination hall is an act of UFM.

COURSE INSTRUCTIONS: Answer any five questions from SECTION -A and All questions from SECTION -B. from SECTION- C

SECTION A (Max Marks: 15 Mark)

Write briefly each question and each question will carry 3 Marks

- Q.1. Self-evaluate yourself through SWOT Analysis. (3marks)
- Q.2. What is personality? Define briefly a big five model of personality. (3marks)
- Q.3. Define group dynamic and explain the relationship between group cohesiveness and productivity. (3marks)
- Q.4. What are the characteristics of an effective team? Discuss, briefly, the factors which determine team effectiveness. (3marks)
- Q.5. Discuss conflict resolution techniques? What are the strengths and weaknesses of each? (3marks)
- Q.6. What are attitudes? Explain the characteristics and components of attitudes. (3marks)
- Q.7. What is motivation? Explain the Maslow's Theory of Motivation. (3marks)

SECTION B (Max Marks: 10 Mark)

(Practical application-based questions)

Q.8. Mr. Maran has been production manager of modern products Ltd. for two years. He has a big problem his boss Mr. Jothi who has been divisional manager for about 15 years. Mr. Jothi loves his job and his people. He knows all the 100 employees in the division by name. He spends a great deal of time wandering about listening to people's problems and helping supervisors out of trouble. All that is fine for two things. He spends so much time talking to individual employees and supervisors that he is seldom in his office. Mr. Maran never knows what Mr. Jothi has told the employees. So, in a way Mr. Jothi is more on the Mr. Maran's Job than himself. **Question: What is your strategy to applied to solve these problems and which theory you will be applied here to solve the problem? (5 Marks)**

Q.9. The director of the part-time course hired the services of three fresh and new teachers to handle different subjects. One among them was Mr. Bharat, who had rural back ground and sound academic record. He was very strict in attendance and evaluation. Within a few days, he became popular among the students. But the late comers found difficulty to manage Mr. Bharath. Soon they began oral complaints about Mr. Bharat. When it brought nil result, the late comers gave a written complaint. But because of the popularity of the teacher, the director did not take any action. One day the latecomers and their friends boycotted the classes and pressed for immediate solution. **Questions: What is wrong with Mr. Bharat? What motivational theory is to be applied? and What remedies do you suggest to director to correct the situation?**

SECTION C (Max Marks: 10 Mark)**Q.10. Practical application-based questions: Caselet. (Attempt all questions given end of the caselet)**

Sudhakar, the technical head at Mont. Electronics Ltd., was happy that he was able to fill up the two vacancies in the systems department by selecting Ajay and Ganesh. Ajay was a M.Sc. (Electronics) degree holder along with 6 months of industrial experience. Ganesh were intelligent, hardworking and usually were able to complete the projects assigned to them.

After a few months, at Mont. Sudhakar realized that Ganesh always perceived himself to be more qualified than Ajay, because of his engineering background coupled with his better communication skills. Once he had overheard Ganesh taking the full credit for overseeing an overseas project completed in an efficient manner. Sudhakar spoke to their (Ajay's and Ganesh's) immediate superior Naveen, who confirmed that completion of the said project was a combined effort, with rather more inputs from Ajay's side. He also told Naveen to have a talk with Ganesh and rectify communication gaps, if any.

The talk seemed to help Ganesh who realized that if he had to come up, he had to transform his image for the good and try to mould himself into a strategic thinker. Ganesh honed his skills and started attending marketing and strategic planning classes to upgrade his knowledge. The classes opened his eyes on how to make assumptions on project sales, revenues, costs and profits. Very often he was seen voluntarily helping his superior to study the company data and analyse it. Seeing the change in Ganesh, Sudhakar was happy. Observing Ganesh's motivation, at the end of the probation period, he was offered a confirmed job as an assistant manager. Meanwhile Ajay was offered the position of a database analyst, after his probation period was completed successfully.

Sudhakar had presumed that both Ajay and Ganesh would be happy on being confirmed and promoted. One day he happened to meet the Human Resources head during an informal meeting of the various heads of departments to discuss about the managerial problems they each grapple with. The HR head was speaking to Sudhakar, "I was satisfied and feeling quite competent as a HR person, when something like this has to occur". "Why? What happened? "

Sudhakar enquired. It is concerning your boy Ganesh. Based on his superior's feedback and your observation of his area of competence, he was offered a confirmed job of an assistant manager. But yesterday he come to meet me and said 'I feel I am my own enemy. Maybe it would be better if I go back to fixing things because I was quite comfortable with that. Now I realize that I have to learn on how to manage the impressions that others have of my role'. On further questioning the HR head, he realized that quite often Ganesh became, by default, the technological fix-it person on projects because of his engineering experience background. Also, he had to learn to communicate with non-technical people. Now the HR head asked Sudhakar whether he could suggest a remedy or solution to the problem.

Case Questions:

- 1) Do you think Sudhakar was wrong in his initial perception about Ganesh being more suitable for Carrying out managerial functions? (5 Marks)
- 2) Which facet of socialization is relevant in the above case? Justify your answer. Can you suggest way (s) to solve the problem mentioned in the case? (5 Marks)

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