

Enrolment No: _____ Name of Student: _____
Department/ School: _____

END TERM EXAMINATION EVEN SEMESTER 2022-23

COURSE CODE: CSET103
COURSE TITLE: New Age Life Skills
COURSE CREDIT: 02

MAX. DURATION 3 HRS
TOTAL MARKS 40

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: Attempt all parts as indicated

SECTION A

Write any one question from 1 to 3 questions and question no 4 is compulsory.

Q.1. What is Conflict? What are its causes and how it can be managed effectively? Explain (10 Marks).

Or

Q. 2. Explain the process of group formation, outlining the hindrance in it and how can they be overcome to form effective groups. (10 Marks)

Or

Q.3. Define Personality. Outline the factors influencing personality of an individual Critically discuss the various theories of personality? (10 Marks)

Q.4. 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? (10 Marks)

SECTION B

All questions are compulsory in this section

Q.6. Case Study

Colgomex is a large consumer products company. The incumbent CEO of the company left and Mr. Chatterzi, who was second in command to the CEO took over as CEO of the company. Mr. Rajesh Talwar is a senior executive in the company and has his own views. He has after all been in the business for a decade and a half and he thinks he knows how to tackle the slump the industry is going through. He did not waste an time and talked to the new CEO and told him what he thought needed to be done in the company. The CEO heard him out and suggested that he give him some time to learn the ropes. Eventually when he did lay out his plan, Mr. Talwar was shocked to see all his suggestions completely ignored. When he asked the CEO about this, he responded cryptically that he wanted a team that supported him completely and hinted that Mr. Talwar leave the company if he was unhappy. He actually ventured far enough to offer his assistance in finding a new job for Talwar. Mr. Talwar was shocked. He did not understand what to do. One option was not to take it personally. It was probably just a mismatch between his and the CEO's style of functioning. The other option was to gracefully bow out while he still retains the goodwill of the organization and colleagues. He should start exploring opportunities elsewhere and take up the offer that suits him the best. He is still undecided between these two options:

Questions:

- a) Do you think the CEO has decided that Talwar does not fit into his team and that is why he has asked him to quit? (5 Marks)
- b) Which option should Mr. Talwar follow, in your opinion? (5 Marks)

Q.7. Case Study

Susan Harrington continued to drum her fingers on her desk. She had a real problem and wasn't sure what to do next. She had a lot of confidence in Jack Reed, but she suspected she was about the last person in the office who did. Perhaps if she ran through the entire story again in her mind, she would see the solution.

Susan had been distribution manager for Clarkston Industries for almost twenty years. An early brush with the law and a short stay in prison had made her realize the importance of honesty and hard work. Henry Clarkston had given her a chance despite her record, and Susan had made the most of it. She now was one of the most respected managers in the company. Few people knew her background.

Susan had hired Jack Reed fresh out of prison six months ago. Susan understood how Jack felt when Jack tried to explain his past and asked for another chance. Susan decided to give him that chance just as Henry Clarkston had given her one. Jack eagerly accepted a job on the loading docks and could soon load a truck as fast as anyone in the crew.

Things had gone well at first. Everyone seemed to like Jack, and he made several new friends. Susan had been vaguely disturbed about two months ago, however, when another dock worker reported his wallet missing. She confronted Jack about this and was reassured when Jack understood her concern and earnestly but calmly asserted his innocence. Susan was especially relieved when the wallet was found a few days later.

The events of last week, however, had caused serious trouble. First, a new personnel clerk had come across records about Jack's past while updating employee files. Assuming that the information was common knowledge, the clerk had mentioned to several employees what a good thing it was to give ex-convicts like Jack a chance. The next day, someone in bookkeeping discovered some money missing from petty cash. Another worker claimed to have seen Jack in the area around the office strongbox, which was open during working hours, earlier that same day.



Most people assumed Jack was the thief. Even the worker whose wallet had been misplaced suggested that perhaps Jack had indeed stolen it but had returned it when questioned. Several employees had approached Susan and requested that Jack be fired. Meanwhile, when Susan had discussed the problem with Jack, Jack had been defensive and sullen and said little about the petty-cash situation other than to deny stealing the money.

To her dismay, Susan found that rethinking the story did little to solve his problem. Should she fire Jack? The evidence, of course, was purely circumstantial, yet everybody else seemed to see things quite clearly. Susan feared that if she did not fire Jack, she would lose everyone's trust and that some people might even begin to question her own motives.

Case Questions

- A. Explain the events in this case in terms of perception and attitudes. Does personality play a role? If yes or No. Accordingly justify your answers (5 Marks)
- B. What should Susan do? Should she fire Jack or give him another chance? Why or Why not? (5Marks)

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