



PRESIDENCY UNIVERSITY

BENGALURU

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End - Term Examinations – MAY/ JUNE 2025

Date: 02-06-2025

Time: 01:00 pm – 04:00 pm

School: SOM-UG	Program: BBA Aviation Management	
Course Code: BBA3087	Course Name: Personal Growth and Interpersonal Effectiveness	
Semester: IV	Max Marks: 100	Weightage: 50%

CO - Levels	C01	C02	C03	C04	C05
Marks	19	19	26	18	33

Instructions:

- Read all questions carefully and answer accordingly.
- Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 2 marks.

10Q x 2M=20M

1.	Describe the significance of being empathetic at workplace.	2 Marks	L1	C01
2.	Recognize the attributes of a person with low self-esteem.	2 Marks	L1	C01
3.	Identify the types of job profiles suitable to people with larger proportion of open area.	2 Marks	L1	C02
4.	Describe the concept of Self Reflection.	2 Marks	L1	C02
5.	Identify the components of Carl Jung theory.	2 Marks	L1	C03
6.	List the attributes of an Extrovert.	2 Marks	L1	C03
7.	Describe the concept of Self Efficacy.	2 Marks	L1	C04
8.	Define locus of control.	2 Marks	L1	C04
9.	Outline the concept of Parent Ego state with an example.	2 Marks	L1	C05
10.	List any five methodologies of Experiential Learning.	2 Marks	L1	C05

Part B**Answer ALL the Questions. Each question carries 7 Marks.****Total Marks 35M**

11.	a.	Differentiate the characteristics of Type A personality from Type B.	07 Marks	L2	C03
Or					
12.	a.	Recognize the dimensions of Emotional Intelligence.	07 Marks	L2	C03

13.	a.	Differentiate the concept of external locus of control from internal locus of control.	07 Marks	L2	C04
Or					
14.	a.	Recognize the factors that influence formation of habit in a person.	07 Marks	L2	C04

15.	a.	Summarize the seven habits of highly effective individuals.	07 Marks	L2	C04
Or					
16.	a.	Explain the dynamics involved in the practice of personal change.	07 Marks	L2	C04

17.	a.	Explain the concept of control in FIRO-B with its benefits and limitation from workplace perspective.	07 Marks	L2	C05
Or					
18.	a.	Illustrate the process of experiential learning with an example.	07 Marks	L2	C05

19.	a.	Summarize the concept of T group training with significance of practicing it in the organization.	07 Marks	L2	C05
Or					
20.	a.	Recognize the characterizes of Encounter groups at work.	07 Marks	L2	C05

Part C**Answer any Three Questions. Each question carries 15 marks****3Q x 15M=45M**

21.	a.	Company ABC is planning to conduct a holistic training program for their top and middle management employees. The company CEO is particular on covering all the aspects of intelligence required at work as a part of the training program. Classify the types of intelligence that are required at work to assist the company in planning the training program.	15 Marks	L2	C01
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22.	a.	Employee are the backbone of the company, they are one of the uncontrollable, yet contributing factor to the organization success. Company XYZ understands the importance of having satisfied employees at work and hence is willing to develop ethos in the organization that are reciprocative to employee's expectation at work. Help the company in identifying and employing an organization policy that can be sensible in enhancing employees experience at work.	15 Marks	L2	CO2
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23.	a.	Company XYZ is a labor-intensive organization; they are looking for candidates with the ability to have higher level of control on employees as majority of the workers in the organization are blue collared employees. Help the company in choosing a personality assessment tool that can assist the organization in hiring candidates for the position with higher ability to exert control at work.	15 Marks	L2	CO5
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24.	a.	ABC company has five opening for the position of public relations officers, PR officer of the company is expected to be an extrovert, initiator, good speaker and be able to socialize easily. The company has used MBTI instrument for recruitment activity, but is unable to infer as to which personality types of MBTI will be suitable for the mentioned role. Identify the MBTI personality types that are suitable for the role of PR and help the company in completing their recruitment process.	15 Marks	L2	CO3
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