

Eastern University, Sri Lanka

Faculty of Commerce & Management

First Year Second Semester Examination in Bachelor of Business Administration/ Bachelor of Commerce 2017/2018 (2020 January) Proper/ Repeat

HRM 1012 Psychology and Social Harmony

Answers All 04 Questions

Time: 02 Hours

Q1.

The Conflict between Laura and Tim

In a large publishing company in New York, a young woman, Laura, was hired as a copy editor for one of the many journals produced by the company. *Seven other employees worked* on this team editing this Journal, including a senior editor named Tim. Laura had worked there for about a month when she and her fellow co-workers went for happy-hour after work. Everybody had a great time and had consumed a fair amount of alcohol. After everybody was leaving the place to head home, Tim, who had been strongly criticize women suddenly made an aggressive conversation with Laura. Horrified, Laura pushed him away and got on to a cab.

The next day, Laura came to work with some apprehension. How would she deal with Tim? Although Tim did not supervise her, would he try to get her fired? Tim immediately went to her office and apologized for his extremely inappropriate behavior. Relieved at his apology, Laura decided not to pursue the matter through any formal channels in the office. She figured that since Tim apologized, there was no need to dwell on the incident. After all, Laura was a new employee, still in the process of learning the office politics and proving herself as being a competent editor. She did not want to rock the boat or bring negative attention to herself.

Everything would have been okay if Tim had stopped at just one sincerely expressed apology. However, whenever he found himself alone with Laura, Tim apologized again. And again. He said he was sorry about the incident at every opportunity he had for three months. This *constant apology was awkward and annoying to Laura. Ironically, by Tim apologizing* continuously for his unwanted behavior, he was foisting another form of unwanted attention upon Laura. When he first started apologizing, Laura told him that "it was okay". After three

months of many apologies, she reached a point where she asked him to stop apologizing, but to no avail. Frustrated, she confided in a few co-workers about her unusual dilemma. Consequently, these co-workers lost respect for Tim. Although the outside incident was common knowledge in the office, Tim sensed that others knew about it by the way they interacted with him. The incident became the office "elephant" that the employees "in the know" saw, but didn't explicitly acknowledge. Meanwhile, Laura was tired of hearing Tim apologize and her feelings of discomfort increased. So when another editor position opened up in another journal division of the company, she applied for the job and was transferred to the other journal. In her new position, she didn't have Tim bothering her anymore. But Laura was unhappy with her new job. The journal material was very boring. She didn't work as well with her co-workers as she did in the previous journal (excepting Tim). She realized that she really enjoyed her old job. She began to regret her decision to avoid the conflict with Tim by moving to the new job. In an effort to seek advice as to how to solve her problem, Laura decided to consult with the company ombudsman.

Questions

- a) What were the psychological and social harmony related issues in this case study?
(6 Marks)
- b) Describe the meaning of conflict and state different sources of conflict related to the case study.
(5 Marks)
- c) Mention two ways Tim could improve his relationship with co-workers.
(5 Marks)
- d) If you were the company ombudsman, what advices would you put forward for Laura to solve this problem?
(5 Marks)
- e) Describe how negotiation is a useful tool in solving the conflicts with suitable examples.
(7 Marks)

(Total 28 Marks)

Q2.

- a) "Emotion is a subjective state of mind". Elaborate the term "emotion" and explain the kinds of emotions with examples. (8 Marks)
- b) "A stable pattern of behaving, feeling and thinking, distinguishes one person from another and is stable across time. Personality is a wide term, which is the result or net effect of different circumstances and factors". Define personality and explain the determinants of personality with suitable examples. (8 Marks)
- c) "Psychology focus on increasing workplace productivity and related issues such as physical and mental well-being of employees". Elaborate the importance of psychology to organizational performance. (8 Marks)

(Total 24 Marks)

Q3.

- a) "Social disharmony is a lack of agreement about important things, which causes bad feelings between people or group of people". Briefly explain the issues leading to social disharmony with examples. (8 Marks)
- b) "Workforce diversity means similarities and differences among employees in terms of age, cultural background, race, religion, gender and sexual orientation". Explain the necessity of managing the diversity among the workforce in an organization. (8 Marks)
- c) "The concept social harmony is meaningful for mankind as a whole and emblematic of oriental cultures". Briefly explain the importance of social harmony in current world with suitable examples. (8 Marks)

(Total 24 Marks)

Q4. Write short notes on any three (03).

- a) Psychoanalytical theory.
- b) Relationship between psychology and social harmony.
- c) The term of stress and types of stress.
- d) Social justice in Sri Lanka.
- e) Gender Discrimination.

(Total Marks 3 × 8 = 24 Marks)