

**Eastern University, Sri Lanka**  
**Faculty of Commerce and Management**  
**First Year Second Semester Examination in BBA/ BCOM**  
**2016/2017 (January, 2019) - Proper**  
**HRM 1012 Psychology and Social Harmony**

**Answer All Questions**

**Time: 2 Hours**

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**Q1) Read the following case study and answer the questions given below.**

**Situation No. 1- Jennifer (An Administrative Assistant)**

Jennifer is a 29-year-old administrative assistant married to Antonio, an Italian engineer, whom Jennifer met four years earlier while on a business trip for her marketing company. The couple now lives in Nebraska, where Antonio works for the country's transportation department and Jennifer commutes an hour each way to her marketing office. They have been trying to start a family for over a year. Eight months ago, Jennifer miscarried in her second month of pregnancy. Antonio's parents love Jennifer and often ask her if she is expecting again, hoping to encourage her to focus on her next baby. Jennifer's mother passed away two years ago and her father's health is rapidly deteriorating. Jennifer faces the probability of placing her father in a skilled nursing care facility within the next few months, against his wishes. At work, Jennifer runs a tight ship. She is organized and prepares lists to assure that everything is done according to schedule. Everyone counts on Jennifer and she takes pride in never letting people down. Jennifer has visited her physician numerous times in the last six months, complaining of headaches, backaches, and indigestion. Jennifer insists that she is happy and is not feeling stressed, yet she finds herself making more mistakes at work, unable to keep up with housework, and feeling tired and overwhelmed; she has begun to question her effectiveness as an employee, wife, daughter, and potential mother. Her pains seem to be increasing, but her doctor cannot find a physical cause for her discomfort.

**Situation No. 2: Michael (An Airline Pilot)**

Michael is a 40-year-old airline pilot who has recently begun to experience chest pains. The chest pains began when Michael signed his final divorce papers, ending his 15-year marriage. He fought for joint custody of his two children, ages 12 and 10, but although he wants to be with them more frequently, he only sees them every two weeks. This schedule is, in great part, a result of his employer's announcement that budget constraints

would result in layoffs. Michael worries that without his job he will be unable to support his children and lose the new townhouse that he purchased. Michael's chest pains are becoming more frequent and he fears that he may be dying.

### Questions

- a) Briefly explain different types of stresses which you identify in Michael and Jennifer's life. (07 Marks)
- b) Elaborate the different causes of stress which are badly reflected in personal and organizational life of both Michael and Jennifer. (08 Marks)
- c) What defensive coping methods is Michael or Jennifer using? What active coping methods might be healthier for Michael or Jennifer to use? Explain why you would recommend these methods. (10 Marks)

(Total-25 Marks)

Q2) *"Social Disharmony is a lack of agreement about important things, which causes bad feelings between people or groups marital, racial and social disharmony."*

- a) Briefly describe the main causes which lead to social disharmony among people in Sri Lanka. (05 Marks)
- b) State what are the preventive actions can be taken to solve the social issues in society. (10 Marks)
- c) Briefly explain the purpose of social services and list out some social service projects for peace building in Sri Lanka. (10 Marks)

(Total-25 Marks)

Q3) *"Conflict is serious disagreement and argument about something which is important in personal and organizational life of people."*

- a) Briefly elaborate different types of conflicts with appropriate examples. (05 Marks)
- b) Define the term "Negotiation" and briefly explain the stages of negotiation. (10 Marks)

- c) *“Democratic values are cultural norms to be shared by all in a society where democracy as a political system is expected to work well.”* State the important democratic values of people in Sri Lanka.

**(10 Marks)**

**(Total-25 Marks)**

Q4)

- a) *“The id, ego, and superego are names for the three parts of the human personality which are part of Sigmund Freud's psychoanalytic personality theory.”* Briefly explain the terms “ID”, “EGO”, & “SUPER EGO” with an example.

**(09 Marks)**

- b) Briefly explain Social Learning Theory with examples.

**(06 Marks)**

- c) What do you mean by diversity and explain why diversity management is important to an organization?

**(10 Marks)**

**(Total-25 Marks)**