



GL BAJAJ

Institute of Management & Research

Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

Roll No.....

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2019-21) END TERM EXAMINATION (TERM -V)

Subject Name : Personal and Professional Excellence (SSP-V).

Time: 02.30 hrs

Sub. Code: PG29

Max Marks: 60

Note:

All questions are compulsory. Section A carries 10 marks: 5 questions of 2 marks each, Section B carries 30 marks having 3 questions (with internal choice question in each) of 10 marks each and Section C carries 20 marks one Case Study having 2 questions of 10 marks each.

SECTION – A

2×5 = 10 Marks

Attempt all questions. All questions are compulsory.

Q. 1 (A): What question reveals the most about a person?

Q. 1 (B): How do you handle situations in which you're asked to do something beyond your capabilities?

Q. 1 (C): What are some questions your resume should answer?

Q. 1 (D): What are the 5 things that should be ticked in your job readiness checklist

Q. 1 (E): How a job interview over phone call, skype call and physical interaction would differ?

SECTION – B

10 x 3 = 30 Marks

All questions are compulsory (Each question has an internal choice. Attempt any one (either A or B) from the internal choice)

Q. 2:

A. You are posted as an In-charge at a factory located in a very backward taluk (tehsil). You have received complaints that many of your subordinates do not treat the public well. Especially, those belonging to lower castes and women are made to wait for months to deliver them a basic government service. Your initial meeting with your subordinates reveals that they have no sense of accountability and have been serving under officers who were very corrupt and had no vigil on their subordinates. In the first meeting, their behaviour indicates that they have political masters and care very less in discharging their duties. **How will you change this attitude? Discuss your options, their merits and demerits.**

or

B. You have been assigned to a problem-solving team. You have never met any of the team members before, but you have been given their resumes. It is your job to match the team members to the various roles that are needed for successful completion of your project. Your team consists of the following members. Iris is a recent college graduate with a degree in mathematics. She likes to keep an eye on the big picture and enjoys coordinating the work of others. James has been with the company for 15 years and has had experience in several areas within the company. He has a reputation for strong leadership and effective follow-through. Betty is highly motivated and intelligent. She has several advanced degrees and is able to view situations from differing viewpoints. You have decided that you are willing to take on any group role that is handed to you, but you are more comfortable with implementing of ideas than with initiating them. **Considering the resume, how will you divide the work among the team members?**

Q. 3: A. How would you answer the following questions asked during a placement interview at your campus?

- i. *How has your skillset grown over time?*
- ii. *What motivates you to succeed?*

iii. *Who's your favorite marketer and why?*

or

B. How would you answer the following questions asked during a placement interview at your campus?

- i. *What are your professional strengths and weaknesses?*
- ii. *What specific experiences have you had that would make you a good fit?*
- iii. *What publications and blogs do you read?*

Q. 4: A. Why self-confidence is important in an job interview? How is it different from over-confidence? How can you fake self-confidence in front of a corporate expert?

or

B. Conduct your SWOT analysis keeping the placement readiness in mind. How is it different from the one you have prepared during your first trimester?

SECTION – C

10×02 = 20 Marks

Read the case and answer the questions

Q. 5: Case Study:

Robert was 20 years old when he started to work for Company A as a concrete pump truck operator. At Company A, Robert's division was made up of 3 pump operators who were delegated work based upon seniority. Robert enjoyed his work and always arrived to work early, often continuing to help out at the shop even off the clock. Robert however was disappointed with the amount of work, never being able to put in over 35 hours a week because of the hierarchy of his division combined with the slow economy and reduced job assignments in his division. In Robert's division, the senior operator always took the prime assignments, ones where an employee could put in a full day's work. Robert had met with the owner and expressed his interest in working in any aspect of the company as he had a full range of construction skills and felt his desire to work and enjoyment of the field was reflected in his past year's performance. However, not long after his meeting with the owner, Robert was laid off.

Robert applied for work at Company B, a competitor of Company A. Robert was hired as a concrete pump truck operator. Two years after working for Company B Robert was promoted as a construction foreman. As a salaried foreman, Robert made it a personal goal to arrive early to help assist in getting the supplies for the day loaded onto all trucks. Daily, he stayed at his job site as late as needed to get all the tasks completed. Often Robert would arrive home at night with enough time to eat and go to sleep to start his day over again. When he was home, Robert remained mentally engaged with work, dominating conversation by reiterating his workday and discussed industry news and company activity. Rarely did Robert take vacation and always went to work regardless of sickness. The only day Robert had off during the week was Sunday as he reported to work every Saturday whether or not he actually went to the job site. There was always work to be done around the shop! Robert also enjoyed attending company functions. In particular, the end of the year party where the entire company gathered along with invited key people Company B did business with.

After working 10 years at Company B, the owner promoted him to supervisor. As supervisor, Robert worked directly next to the owner of Company B for the next 10 years. Over the years Robert's relationship with the owner developed not only into one of mentor, where he taught Robert details in running the Company but also as confidant, discussing their personal lives. Robert had incremental pay raises and on years that were especially profitable for the company, received substantial end-of-year bonuses, and two years ago the owner established Robert with a special retirement fund in which the company intends to make yearly 5 digit contributions on years the company makes lucrative profit. Robert will be 100% percent vested in 15 years. One year ago

Robert received a pay cut and 75% bonus reduction as part of a company-wide cut in an effort to reduce company expenses due to an economic slowdown; the owner himself took a cut in salary.

Over the past several years Robert has taken on side (concrete) work outside of his employment with Company B. Most recently he received a call to bid on a job that would undoubtedly launch him in own personal concrete business, but would place him as a direct competitor of his employer, Company B, he has worked with for 20 years. Robert decided to turn down the lucrative job offer, stay with Company B, and devote even more energy into his work as the owner promised as soon as the economy turns around Robert will return to his previous salary.

Robert clearly enjoyed the concrete industry. At the young age of 20 he developed a desire to learn the concrete industry and developed many skills that involved concrete construction. But Robert felt rejected by not only the lack of reciprocation but his ultimate layoff with Company A and B.

Questions:

Q5(A): Analyze the case study in view of Robert's high work ethic.

Q5(B): Imagine yourself in place of Robert and share your strategies for maintaining the self-motivation high after such a disappointment.

Mapping of Questions with Course Learning Outcome

Question Number	COs	Marks Allocated
Q. 1:	CO1	10 marks
Q. 2:	CO2	10 marks
Q. 3:	CO3	10 marks
Q. 4:	CO4	10 marks
Q. 5:	CO5	20 marks

Note: Font: Times New Roman, Font size: 12.