Name:	
Enrolment No:	

UPES
End Semester Examination, December 2023

Course: Psychology   Semester: IV
Program: BA LLB HONOURS   Time: 03 hrs.
Course Code: CLNL2004   Max. Marks: 100

Instructions:
. Cell phones/Tablets/Laptops/Books/Smart watches etc. are not allowed.
. All questions are compulsory.

SECTION A
(5Qx2M=10Marks)

S. No.		Marks	CO
	One word answer type questions		
Q-1	Who is known as the father of Modern Psychology?	2	CO1
Q-2	Name any four branches of Psychology.	2	CO1
Q-3	Name one of the research method used in Psychology.	2	CO1
Q-4	Who introduced Behaviorism school of Psychology?	2	CO1
Q-5	Which branch of Psychology deals with diagnosis and treatment of various psychological disorders?	2	CO1

SECTION B
(4Qx5M= 20 Marks)

	Conceptual based questions:		
Q-6	Distinguish between Verbal and Non Verbal Communication.	5	CO2
Q-7	What is the glass ceiling effect?	5	CO2
Q-8	Explain some of the traits of a good leader.	5	CO2
Q-9	What are some benefits of a positive attitude in a workplace?	5	CO2

SECTION-C
(2Qx10M=20 Marks)

	Descriptive Questions:		
Q-10	Describe briefly some of the barriers in communication.	**10**	**CO3**
Q-11	Discuss the two dimensions which emerged from the leader behavior description questionnaire (LBDQ).	**10**	**CO3**

SECTION-D
(2Qx25M=50 Marks)

	Application based:		
Q-12	When analyzing the discipline referrals, the principal noticed that English Language Learners were overrepresented as both targets of bullying and as students receiving disciplinary consequences. Some disciplinary data showed harassment based on race, ethnicity, and national origin (or perceived national origin). For example, one ELL student was physically assaulted, and the bullying student reported that he was "taking care of the job ICE wouldn't do." ELL students also were reported for violating the discipline code frequently. Students in their first year in the school received the highest number of referrals. Additionally, the school's ELLs and former ELL students were performing low in academics as measured by test scores and grades. More than half the students who failed a subject were ELLs. When teachers set up conferences or call home to discuss remediation, they have not received a response from the parents. The teachers felt unsupported and desired some new strategy to make connections. **What Would You Do?** If you were on the school's leadership team, how would you address the problems in this case?	**25**	**CO4**

| Q-13 | **Case Study - The House Keeper**
Julie works at the Sheraton Towers in Melbourne. At the Sheraton she works in the Housekeeping department. Her role within the department is to train all new staff in general housekeeping skills. Today she is training a new staff member Anna, on how to clean and maintain the mini bar in guestrooms. Anna who has just recently arrived from India finds that Julie's Australian accent quite difficult tounderstand. She has asked Julie to repeat her instruc ons for cleaning andrestocking the mini bar, and she is still unable to understand her. So she decides to complete the task her way before moving on to another room where she repeats the same task. After Anna has completed cleaning and restocking all the mini bars that she was assigned, Julie checks to see that the tasks were completed to job specification .Julie quickly discovers that Anna has not completed the task as she was instructed to. She wonders how this could happen when she has instructed Anna over and over again. As Anna is about to go home Julie catches up with her and asks Anna to redo the mini bars. Anna can't understand why Julie wants her to do this again, when the afternoon housekeeping staff is now on duty. Anna tells Julie that she has to go home now, and is unable to stay back tonight. Julie tells Anna that she must finish her job before she goes home, and if she doesn't do this, then she will report her to the House Keeping Manager and Human Resource Manager.
1. Why has communication failed here?
2. How can communication be improved between Anna and Julie?
3. What methods should Julie have used to check for understanding?
: | **25** | **CO4** |