

EASTERN UNIVERSITY, SRI LANKA

FACULTY OF COMMERCE AND MANAGEMENT

Final Year 1<sup>st</sup> and 2<sup>nd</sup> Semester Examination in Bachelor of Business Administration /

Specialization in Human Resource Management (2013 / 2014) (Special Repeat)

(April, 2017)

**HRM 4053 Organizational Psychology**

Answer all questions

Time: 03 Hours

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Q1. Read the Case study and answer the questions given below.

**Depression of Jean**

Reverend Lisa Dunn is pastor of a medium-sized church in the Midwest, in which the Jordan family has been involved for several years. They became especially active after the death of their youngest son from leukemia one year ago. Their sixteen-year-old daughter, Jean, had become noticeably withdrawn from both family and friends in the past several months and had become less interested in her appearance. Jean stopped participating in the youth group and her grades dropped at school. She was moody and had become pessimistic in her outlook toward life. She developed a short fuse and complained of feeling worthless.

Recently, friends reported that they had seen Jean drinking with a group of older students after school. Jean had been very close to her younger brother and appeared to have been the most affected by and least accepting of his death. It is important to have an accurate picture of Jean's alcohol use and emotional state. The rapid and negative changes in her life suggest something serious has developed. Is she using alcohol in an attempt to cope with unresolved grief related to the death of her brother? It is not uncommon for alcohol and drug abuse to mask depression and grief reactions. Depression is one of the most common forms of emotional problems in young people.

Experts estimate that about one in twenty teens is depressed (Reynolds, 1995), while one in four depressed adolescents use drugs or alcohol to cope with the problem (Fleming and Offord, 1990). The drop in Jean's grades may signal decreased concentration and slowed thinking, also common in depression. The use of alcohol for

self-medication is often the pattern of individuals with poor coping skills and high addictive potential. How much is Jean in denial about her alcohol abuse? Does she minimize her alcohol use? How much insight does Jean have into her problem?

Jean has many of the signs of a teen who has an alcohol-abuse problem and depression: she has withdrawn from family and friends and has stopped activities she had enjoyed at church. She has difficulties at school and has had a significant negative change in her mood and thinking. Her family reports that Jean has decreased interest in her physical appearance. She may have developed peer relationships with youth who are using alcohol. Reverend Dunn and Jean's parents decided to talk to Jean about her new behaviors. The pastor used her active listening skills while assessing Jean's emotional state. Reverend Dunn established a safe and caring relationship as he empathetically responded to Jean at the family home. The teen confessed increased use of alcohol. When the pastor reminded Jean of how much her family loved her and how concerned about her, she broke down and wept. She began to express her grief over the death of her beloved brother.

With gentleness and support, Rev. Dunn encouraged Jean to grieve her brother, with understanding that each individual has a unique way to grieve, and that Jean will need time to mourn her brother's death according to her inner timetable. After Rev. Dunn and Jean's family had their intervention with her, Jean agreed to see a psychiatrist, Barbara Miller, who specializes in teenage substance-abuse problems. The psychiatrist advised a medical examination to rule out physical problems that could have triggered the depression, but no underlying medical issue was found that would account for the depression. Jean was also assessed for anti-depressant medications and was given a prescription to help her through the first several months.

Over the months of therapy, it became clear that Jean had begun to rely on alcohol and was drinking to self-medicate her depression. Jean was successfully treated as an outpatient for alcohol abuse and depression. The psychiatrist also noted that Jean's family needed to address its poor communication, which became pronounced after the death of a family member. Jean's substance abuse was, in part, a symptom of the pain as a family and their inability to express their anguish in a way that could be healing. With several months of therapy, the family was able to develop de-

bonding and a renewed faith as they worked together through the crisis.

**Questions:**

i) Diagnosis the problem in the above case study. What is/are the reason/s for the problem?

**(06 Marks)**

ii) How do you know the problem (answer of question i) is existing in the case study? Explain.

**(06 Marks)**

iii) What the psychiatrist, Dr. Barbara Miller found when treating Jean?

**(08 Marks)**

iv) As a Psychology students, did you refer any other mechanisms to Jean?

**(08 Marks)**

**(Total 28 Marks)**

Q2. i) Define the term "*Basic Psychology and Organizational Psychology*".

**(06 Marks)**

ii) Briefly elaborate how the *I-O Psychology will help to design more satisfying jobs* for the employees.

**(06 Marks)**

iii) Briefly state the relationship between *basic psychology and organizational psychology*.

**(06 Marks)**

**(Total 18.Marks)**

Q3. i) Briefly explain any three (03) *Determinants of Personality* with examples.

**(06 Marks)**

ii) Briefly explain *Big Five Personality Dimensions* with examples.

**(06 Marks)**

- iii) "Criteria for determining levels of goodness, worth or beauty".  
Briefly explain the *Values mentioned under the SCANS report* with example.

(06 Mar

(Total 18 Mar

Q4. i) Elaborate the *Freudian's two Main Parts of Mind*.

(06 Mar

ii) Briefly explain any three (03) *Defense Mechanisms* with examples.

(06 Mar

iii) Briefly explain any one (01) of the *Emotional Theory* with example.

(06 Mar

(Total 18 Mar

Q5. i) Elaborate the "*Model of Power*" in an organization.

(06 Mar

ii) Briefly state any three (03) types of *Political Activity* with example.

(06 Mar

iii) "Conflict is a phenomenon related to power and politics".

What did you understand by the term *Conflict* and state the *Uses of Conflict* in an organization.

(06 Mar

(Total 18 Mar