

**EASTERN UNIVERSITY, SRI LANKA**

**FACULTY OF COMMERCE AND MANAGEMENT**

**First Year Second Semester Examination in Bachelor of Business Administration  
Hons./Bachelor of Commerce Hons. 2021/2022 (April/May 2024) – (Proper/Repeat)**

**HRM 1012 – Psychology and Social Harmony**

**Answer all 4 questions.**

**Allocated Time: 02 hours**

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

**“Tom's Journey from Professional Success to Personal Understanding”**

Tom is a 32-year-old lawyer who's feeling worn out and unhappy with his job. He's been working long hours for three years and constantly studying, but it's not making him happy. He gets therapy treatment for his stress from a famous therapist. In therapy, he's figuring out that he tends to see things in a very practical way, which leaves him feeling empty inside. He wants to feel close to people, but he finds it hard to trust them because his parents were very critical and strict when he was growing up. As therapy goes on, Tom starts opening up more. He and his therapist realize that his habit of keeping emotions at arm's length has been with him since he was young. As they dig deeper, Tom starts feeling a sense of emptiness and dissatisfaction not just at work but in life overall.

Tom excelled in school and sports and always had one or two close friends. He was born in Israel but lived for long periods in different countries due to his father's diplomatic career, which taught him to adjust to different environments and strengthened his self-confidence and independence. In therapy, Tom initially focused on his struggles at work and doubts about his professional objectives. He addressed these matters in a cold, emotionally detached, and analytic manner, and expressed frustration that while he was able to make grave decisions in his work, he was not able to do so when it came to his personal life. The therapist felt that underneath his display of assurance, Tom made efforts to impress him and obtain his approval and admiration.

**Questions**

- i. Explain how Tom's childhood experiences affect his ability to build relationships now, according to Freud's theory of personality development. (08 Marks)
- ii. Discuss how Freud's defensive mechanisms such as repression and rationalization help Tom to approach his problems at his work and personal life. (08 Marks)

iii. Explain how Freud's id, ego, and superego might be applied to Tom's search for emotional connection and fulfilment while competing in his competitive job.

(06 Marks)

iv. Point out how a supportive and collaborative work environment can help Tom feel better at work and maintain harmony.

(08 Marks)

**(Total 30 Marks)**

Q2.

i. "Psychology is the science of behaviour". Critically evaluate this statement.

(08 Marks)

ii. Explain the importance of rewards and punishments in learning with the understanding of "Operant Conditioning Theory".

(07 Marks)

iii. **"Mary has a fear of dogs, every time she sees a dog; she starts to panic and cries out for her mama"**. Use the knowledge of classical conditioning and explain how Mary might have developed her fear of dogs.

(10 Marks)

**(Total 25 Marks)**

Q3.

i. Briefly discuss the eight (08) stages of Erikson's personality development.

(10 Marks)

ii. Briefly explain the sensation process with an appropriate example.

(05 Marks)

iii. Explain the term "Group thinking" and Point out how it helps to create a harmonious workplace.

(05 Marks)

**(Total 20 Marks)**

Q4.

i. Point out the different types of physiological changes in emotions.

(05 Marks)

ii. State how perceptions are influenced by culture.

(10 Marks)

iii. Describe how diversity contributes to Sri Lanka's harmonious society.

(10 Marks)

**(Total 25 Marks)**

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