

Register No: Name:

**SAINTGITS COLLEGE OF ENGINEERING
KOTTAYAM, KERALA**(AN AUTONOMOUS COLLEGE AFFILIATED TO
APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY, THIRUVANANTHAPURAM)**FIRST SEMESTER B.TECH DEGREE EXAMINATION(R), MARCH-APRIL 2021****Course Code: 20HUN101****Course Name: LIFE SKILLS****Max. Marks: 50****Duration: 2 Hours****PART A***(Answer all questions. Each question carries 5 marks)**(Each answer should not exceed 400 words)*

1. Differentiate between IQ, EQ and SQ.
2. What are the harmful ways of dealing with emotions?
3. Illustrate Paul-Elder Model of critical thinking.
4. Explain the different stages in the formation of groups.
5. Illustrate the five levels of leadership with the help of leadership pyramid.

PART B*(Read carefully the following case and answer the questions given below)*

6. Aishwarya has joined JK Corporation, which manufactures consumer electronics, as a junior engineer. She was put in charge of quality assurance of components bought from other suppliers. One day, while performing some routine quality checks on components supplied by ABC & Co., she found that a few of them did not meet the required quality and environmental standards. On further investigation, she also found that JK received a moderate number of customer complaints due to the failure of these components. When she mentioned the matter to Anand, the sales executive from ABC & Co., she was assured that the issue was 'taken care of' and that there would be no problems from the government. Failure rates too, were not very high and could not be pinned on the sub-standard components. Currently, ABC & Co offers large discounts for JK. They have also been doing business for years and shared a very good relationship with the company. If JK refused to buy the low-quality components, they would lose all the discounts as well as the goodwill. There is only one other company-Goodman Ltd.-which supplies high quality products, but their prices are very high. When Aishwarya took the matter to Rahul, her immediate superior, she was told not to mention the matter in her report. He said, "Everybody uses ABC's components. We don't get too many customer complaints. Also, we can't afford Goodman products. As for the environment, well, we are not the only ones polluting it, are we?! So, you just adjust some of your readings and don't mention this in your written report, okay?"

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- (a) Identify the major players in this case. (3)
- (b) What are the ethical and moral issues in this case? (4)
- (c) In this case, what options do the major players have? (4)
- (d) What course of action could Aishwarya take after her conversation with Rahul? Justify your answer. (4)
- (e) When engineers become managers, they are also responsible for the ethical behavior of their subordinates. Explain this statement keeping Rahul's actions in view. (5)
- (f) What professional responsibilities, if any, did the major players neglect? (5)
