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Code No. : 14369 O

**VASAVI COLLEGE OF ENGINEERING (AUTONOMOUS), HYDERABAD**

Accredited by NAAC with A++ Grade

**B.E. IV-Semester Backlog Examinations, July/August-2023**

**Human Values and Professional Ethics-I**


(Common to EEE, ECE & IT)

Time: 2 hours

Max. Marks: 40

Note: Answer all questions from Part-A and any Four from Part-B

Part-A (4 × 2 = 8 Marks)

Q. No.	Stem of the question	M	L	CO	PO		
1.	<p>What do you learn from the conversation between Tiny Dragon and Big Panda</p>  <p>“How do you keep going?” asked Tiny Dragon.</p> <p>“Sometimes,” said Big Panda, “even the smallest step is better than no step.”</p> <p><small>jameswhitney.com a bigpandaandtinydragon foxdevil.com thePanda and the Dragon</small></p>	2	3	1	10,12		
2.	<p>The AMO model is a framework that explores the relationship between employee attitudes, motivation, and opportunities, and how they contribute to employee performance and organizational outcomes. The model suggests that when employees have the right resources and opportunities (O), and they are motivated (M) to utilize those resources, it leads to improved employee performance (P). Expand AMO model.</p>	2	2	2	10,12		
3.	<p>Here are some examples of Social Justice. Match the following:</p> <table border="1" data-bbox="231 1792 1149 1982"> <tr> <td>1. Equal access to education</td> <td>a) Advocating for fair treatment and equal opportunities for people of all races, challenging systemic racism, and addressing racial disparities.</td> </tr> </table>	1. Equal access to education	a) Advocating for fair treatment and equal opportunities for people of all races, challenging systemic racism, and addressing racial disparities.	2	1	3	10,12
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	2. Gender equality	b) Supporting equal rights and protection for lesbian, gay, bisexual, transgender, and queer individuals, including non-discrimination laws and marriage equality.				
	3. Racial justice	c) Promoting equal rights, opportunities, and treatment for people of all genders, eliminating discrimination and biases.				
	4. LGBTQ+ rights	d) Ensuring that all individuals, regardless of their socio-economic background, have equal opportunities to quality education.				
4.	How are Spiritual values different from religious values? Mention two key differences?		2	2	4	10,12
	<b>Part-B (4 × 8 = 32 Marks)</b>					
5. a)	What are some values that are important to you as an individual, and how do they shape your choices and impact your overall sense of well-being and happiness?		4	2	1	10,12
b)	What things are most important to your family? What are the strengths of your family? What words or phrases best describe your family?		4	2	1	10,12
6. a)	<p>Emily is a customer service representative in a call center. Her primary responsibility is to handle customer inquiries and provide timely assistance. However, Emily has developed a habit of frequently leaving her desk for extended periods without informing her supervisor or colleagues. As a result, customer calls often go unanswered, and customers are left frustrated and dissatisfied with the service.</p> <p>Question:</p> <p>What are the ethical implications of Emily's behavior, and what actions should her supervisor take to address the issue and ensure better service for customers?</p>		4	3	2	10,12
b)	Title: "The Power of Teamwork: Unleashing Collective Brilliance" Create a poster on this topic		4	5	2	10,12
7. a)	<p>Case Study: Respecting Personal Space</p> <p>Scenario:</p> <p>In a school setting, there are students who come from diverse backgrounds and have different preferences regarding personal space. Some students value a larger personal space and prefer to maintain a certain distance from others, while others may feel comfortable with closer proximity.</p>		4	3	3	10,12

	<p>This diversity can sometimes lead to conflicts or misunderstandings among students.</p> <p>Answer these questions:</p> <p>Why is it important to respect personal space and boundaries of others? How can students develop an understanding of different preferences for personal space?</p>				
<p>b)</p>	<p>Read this Scenario:</p> <p>Sarah is a college student who is passionate about pursuing a career in marketing. She is fortunate to have a mentor, Mark, who is an experienced marketing professional and has agreed to guide and support her throughout her academic journey and career development. Sarah recognizes the importance of building a healthy relationship with her mentor and actively engages in the mentoring process.</p> <p>Answer these questions:</p> <p>What are the potential benefits of having a mentor in Sarah's academic and professional growth? In what ways can Sarah show appreciation and gratitude for her mentor's time and guidance?</p>	<p>4</p>	<p>3</p>	<p>3</p>	<p>10,12</p>
<p>8. a)</p>	<p>Once upon a time, in a small village nestled in the mountains, there lived a wise old man named Guruji. Guruji was known for his deep spiritual wisdom and his ability to guide others on their spiritual paths. People from far and wide would come to seek his counsel and learn from his teachings.</p> <p>One day, a young man named Siddharth arrived at Guruji's humble abode. Siddharth was searching for answers to the deeper questions of life and was seeking spiritual guidance. Guruji welcomed Siddharth with a warm smile and invited him to sit down.</p> <p>As they sat under the shade of a large tree, Guruji began to share stories and teachings about spiritual values. He spoke about the importance of compassion, love, and gratitude. He emphasized the significance of living a life of integrity, honesty, and humility.</p> <p>Siddharth listened intently, soaking in every word of wisdom that Guruji shared. He felt a deep sense of peace and clarity in Guruji's presence. Inspired by Guruji's teachings, Siddharth decided to embark on a spiritual journey of his own.</p>	<p>4</p>	<p>4</p>	<p>4</p>	<p>10,12</p>

	<p>Months passed, and Siddharth diligently practiced the spiritual values he had learned from Guruji. He immersed himself in acts of kindness, helping those in need, and practicing gratitude in every moment. Siddharth's heart filled with love and compassion, and he found joy in serving others selflessly.</p> <p>One day, Siddharth returned to Guruji, his face beaming with joy and contentment. He expressed his gratitude to Guruji for guiding him on the path of spiritual values. Siddharth shared how his life had transformed, and he felt a deep connection with the divine within himself and in everything around him.</p> <p>Question 1: How did Guruji's teachings on spiritual values impact Siddharth's life? Discuss the changes Siddharth experienced and the positive effects of incorporating spiritual values into his daily life.</p> <p>Question 2: In what ways can the practice of spiritual values, such as compassion, love, and gratitude, contribute to the overall well-being and harmony of individuals and society as a whole? Provide examples to support your answer.</p>				
b)	Mindfulness has numerous benefits for college students, supporting their overall well-being and academic success. What are some key benefits of mindfulness for college students? Mention any four?	4	2	4	10,12
9. a)	What are some core values that you believe are important in building and maintaining strong family relationships, and how do these values influence your interactions and decisions within your own family?	4	3	1	10,12
b)	<p>Case Study: John's Sales Performance</p> <p>John is a sales representative working for a pharmaceutical company. Lately, his sales numbers have been consistently below expectations, and his manager, Lisa, wants to understand the factors contributing to his performance using the MARS model.</p> <p>Motivation:</p> <p>Lisa decides to have a conversation with John to assess his motivation levels. She asks him about his job satisfaction, career goals, and any personal or professional challenges he may be facing. During the discussion, John mentions feeling demotivated due to the recent restructuring in the company, which resulted in changes to his sales territory and commission structure. He also expresses frustration with the lack of recognition and opportunities for advancement.</p>	4	5	2	10,12

	<p><b>Ability:</b> Lisa reviews John's sales performance data, customer feedback, and his skill set to evaluate his abilities. She finds that John has a strong product knowledge and has previously demonstrated exceptional sales skills. However, she identifies a gap in his ability to effectively utilize digital tools and customer relationship management (CRM) software, which have become essential in streamlining sales processes.</p> <p><b>Role Perceptions:</b> Lisa explores John's understanding of his role and how he perceives his responsibilities within the organization. She discusses his comprehension of performance expectations, customer relationship management, and his contribution to the company's sales targets. John reveals that he sometimes struggles to prioritize tasks and feels overwhelmed by administrative duties, which affects his focus on building client relationships and closing deals.</p> <p><b>Situational Factors:</b> Lisa examines situational factors that may be impacting John's performance. She considers elements such as workload, resources, support from the team, and the company culture. She discovers that John's workload has increased significantly due to a downsizing in the sales team, leaving him with limited support. Additionally, the company's sales targets have become more ambitious, creating additional pressure on John to meet the expectations.</p> <p><b>Question:</b> Based on the MARS model analysis, what actions can Lisa take to help improve John's sales performance?</p>				
<p>10. a)</p>	<p>Once upon a time, there were two best friends named Maya and Lily. They had been inseparable since childhood and shared everything with each other. They laughed together, cried together, and supported each other through thick and thin.</p> <p>As they grew older, their lives started to take different paths. Maya pursued her passion for art and became a successful painter, while Lily became a dedicated doctor, always busy with her patients. Despite their busy schedules, they vowed to maintain their strong bond.</p> <p>Years passed, and Maya and Lily's friendship started to fade. They rarely saw each other, and their conversations became infrequent. They both felt a void in their lives but didn't know how to bridge the gap.</p> <p>One day, Maya received an invitation to showcase her artwork at a prestigious art gallery. Overjoyed by the news, she immediately called Lily to share her excitement. However, Lily was caught up in a demanding</p>	<p>4</p>	<p>3</p>	<p>3</p>	<p>10,12</p>

	<p>work schedule and couldn't find time to listen to Maya's news. Maya felt hurt and disappointed.</p> <p>Feeling disconnected, Maya decided to visit Lily at the hospital. She walked into Lily's office and found her engrossed in paperwork. Maya patiently waited until Lily noticed her presence. Lily looked up, surprised to see Maya there.</p> <p>Maya smiled and said, "I miss you, Lily. Our friendship means the world to me, and I want to make sure we don't lose it. Can we find a way to reconnect, despite our busy lives?"</p> <p>Tears welled up in Lily's eyes as she realized how much she had neglected their friendship. She apologized to Maya and admitted that she had been so consumed by work that she had neglected the relationships that truly mattered.</p> <p>From that day on, Maya and Lily made a pact to prioritize their friendship. They scheduled regular meet-ups, whether it was for a coffee date or a simple phone call to catch up. They made an effort to be present and truly listen to each other, nurturing their bond.</p> <p>The importance of maintaining healthy relationships is clear in this story. As life gets busy and priorities shift, it's easy to unintentionally neglect the people we care about. However, staying connected and investing time and effort in maintaining healthy relationships is crucial for our overall well-being and happiness.</p> <p>Question: How can we prioritize and maintain healthy relationships in our lives, especially when faced with demanding schedules and other commitments?</p>				
<p>b)</p>	<p>Case Study: The Power of Mindfulness in Workplace Stress Reduction</p> <p>Background:</p> <p>Sarah works as a project manager in a fast-paced tech company. The nature of her job involves juggling multiple projects, tight deadlines, and frequent client interactions. Over time, she starts experiencing high levels of stress, which not only affects her work but also takes a toll on her physical and mental well-being. Recognizing the need for change, Sarah decides to explore mindfulness practices to manage her stress and improve her overall well-being.</p> <p>Case Description:</p>	<p>4</p>	<p>4</p>	<p>4</p>	<p>10,12</p>

Sarah begins incorporating mindfulness techniques into her daily routine. She starts by allocating a few minutes each morning to practice deep breathing exercises and meditation before starting her workday. During these mindfulness sessions, Sarah focuses on her breath and observes her thoughts and emotions without judgment.

As Sarah continues to practice mindfulness, she starts noticing positive changes in her work environment and personal well-being:

**Stress Reduction:** Sarah becomes more aware of her stress triggers and learns to respond to them in a calm and composed manner. Mindfulness helps her pause and take a mindful breath during challenging situations, allowing her to approach them with a clearer and more focused mindset.

**Improved Concentration:** Through regular mindfulness practice, Sarah develops the ability to stay present and focused on her tasks. She becomes less distracted by external factors and enhances her ability to prioritize and manage her workload effectively.

**Enhanced Emotional Resilience:** Mindfulness empowers Sarah to acknowledge and accept her emotions without getting overwhelmed by them. She learns to respond to difficult emotions with compassion and self-care, reducing the impact of emotional challenges on her overall well-being.

**Better Interpersonal Relationships:** As Sarah becomes more present and mindful, she develops better communication skills and active listening abilities. She notices an improvement in her interactions with colleagues and clients, leading to more meaningful and productive relationships.

**Work-Life Balance:** Mindfulness helps Sarah create a healthy boundary between work and personal life. By being more present and focused during work hours, she becomes more efficient and productive. This allows her to leave work-related stress behind when she finishes her workday, fostering a better work-life balance.

**Question:**

Based on the case study, discuss the potential benefits of incorporating mindfulness practices in the workplace. How can mindfulness contribute to stress reduction, improved productivity, and overall well-being of employees?

M : Marks; L: Bloom's Taxonomy Level; CO; Course Outcome; PO: Programme Outcome

i)	Blooms Taxonomy Level - 1	10%
ii)	Blooms Taxonomy Level - 2	22%
iii)	Blooms Taxonomy Level - 3 & 4	68%