

To,
The Director,
AIMS, Baramati

10/01/2023

SUB: Report on Problem Solving activity.

Respected Sir,

With reference to the above subject I have conducted problem solving activities during academic year 2022-23 for MBA I & II year students. I have taken case studies on Stress Management, Conflict resolution, Leadership development, Entrepreneurship development, Personality, Change Management etc.

I have made a group of students and distributed a case in group. All groups discussed the case and each group explained the case in front of class. Students also instructed to solve case study on paper. Through this activity they got real life experience about how to solve different issues in a corporate world. Students enjoyed and learned lot through that activities. This is for your kind information.

Regards,

Dr. Shriram S. Badave
Shriram S. Badave
Course Teacher



Enclosure:

Specimen of Case study

A

EXERCISE — 4

Use the chart below to evaluate your current usage of time, identifying your patterns of behaviour and your current time wasters.

Typical Time Wasters	Degree to Which I Do These:				
	High		Medium		Low
Procrastination	1	2	3	4	5
Disorganisation	1	2	3	4	5
Perfectionism	1	2	3	4	5
Visitors and interruptions	1	2	3	4	5
Telephone, voice-mail, e-mail, Internet	1	2	3	4	5
Daydreaming and distractions	1	2	3	4	5
Lack of focus or interest	1	2	3	4	5
Doing too many tasks at once	1	2	3	4	5
Accepting too much work	1	2	3	4	5
Paperwork and administrative tasks	1	2	3	4	5
Poorly planned meetings	1	2	3	4	5
Lack of necessary resources	1	2	3	4	5
Failure to use technology	1	2	3	4	5

If you scored less than 40, you may want to consider ways to reduce your wasted time. To do this, identify what is of value to you by determining what you consider to be important ways to spend your time. By referring to the personal and professional goals you established, you should be able to decide how to spend your time.

(Source: Suzanne C.de Janasz, et al, *Interpersonal Skills in Organisations*, p. 68)

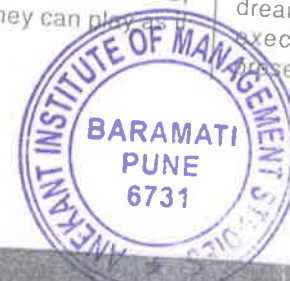
Closing Case

ROUND-THE-CLOCK STRESS

Many employees feel that on-the-job stress is difficult to control, but at least when they get home they can relax. However, as the nature of work changes, the home is no longer the sanctuary it once was. With advanced information technology and customer demands for 24-hours service, an increasing number of employees are on call at all times or working the "graveyard" shift that used to exist only for factory workers. For example, today there are numerous Wal-Mart stores, Walgreens drugstores and supermarkets that never close. And consider the Heartland Golf Park in Deer Park, Long Island. A golfer who wants a late evening tee-off time can get one up to 3.00 AM. The strategy has proven so popular that within 90 days of the time it was introduced, the wait time at midnight had grown to two and a half hours. Avid golfers do not mind, however, as the course is well lit and they can play it were high noon.

All around the country, businesses are realising that there is a great deal of profit that can be added to the bottom line if they remain open outside of "normal" hours. One research firm estimates that this strategy can add 5 percent to overall profits, a hefty sum given that more and more businesses are finding their profit margins being narrowed by the competition.

In some cases, the decision to expand working hours has been a result of customer needs. Kinko's Inc., a privately held chain of photocopy shops, moved to a 24-hour schedule when people literally started banging on their doors after regular business hours and asking them to let them come in for desperately needed photocopies. As a news article recently put it, "The company's stores are magnets for ambassadors of the night : everyone from dreamers pursuing secret schemes and second careers to executives putting the final touches on tomorrow's presentation." In Chicago, Kinko's set up an office in the



lobby of the Stouffer Renaissance hotel, a favourite spot of international executives. Customers from different time zones had been coming down at odd hours to ask the hotel to fax materials abroad and to help them with their desktop publishing. The hotel was not equipped to provide these services, so it asked Kinko's to help out. The guests are delighted with the new service, and the hotel is happy to be able to accommodate them thanks to their profitable arrangement with Kinko's.

Banks have also begun to offer 24-hour service. In addition to their ATM machines, which can be found just about everywhere, some banks now offer round-the-clock service: customers can call in and find out within 10 minutes whether they qualify for a new-car loan. A growing number of banks also offer after-hours customer services ranging from safe deposit boxes to \$1,000 credit lines to overdraft protection. All the customer has to do is call in at any hour and provide the necessary information.

Some critics are concerned that this development will result in increasing costs to business and added stress to employees. After all, when people work late at night or put in a 15-hour day, they are likely not only to make far more mistakes than if they were on a 9-to-5 schedule but also to become fatigued and burned out.

Nevertheless, at the present time approximately two-thirds of all US workers, around 75 million people, do not work traditional 9-to-5 hours – and the number is definitely growing. Additionally, organisations that are engaged in international business, such as brokerage firms, are finding that their operations in Europe and Asia require them to keep odd hours. A US based broker must be up or on call in the wee hours of the morning because Europe's stock exchanges are doing business. By the time the broker wraps up trading on the Pacific Stock Exchange in the early evening (Eastern Standard Time), there are only a few hours before the Asian stock exchanges open. Simply put, in an increasing number of businesses, it is possible to work round-the-clock – and, of course, to pick up the stress that goes along with this lifestyle.

Questions

1. How would a Type A personality feel if his or her organisation suddenly announced that everyone was to be on call 24-hours a day because the company was moving to round-the-clock customer service?
2. How would psychological hardiness help people deal with these emerging round-the-clock operations?
3. What are some ways employees and their organisations could cope with the stress caused by these new round-the-clock development?¹⁶

REFERENCES

1. Fred Luthans, *Organisational Behaviour*, McGraw-Hill, 1998, p. 330.
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Anekant Education Society's

Anekant Institute Of Management Studies

Baramati- 413102, Dist.Pune

Name _____
And Signature of Jr.Supervisor _____

Mid.Sem./Preliminary Examination Month.....Year.....

MAIN ANSWER BOOK (8)

Full Name of the Candidate : Sonawane Priyanka Mahendra.
(Surname) (First Name) (Father's Name)

Subject : Psychometric Testing & Paper 313 Assessment

Day & Date 15/12/2022 Class MBA II. Seat No. 115 Total Supp. Attached —

Question No.	1	2	3	4	5	6	7	8	9	10	11	12	Total out of
Marks Obtained													87/100

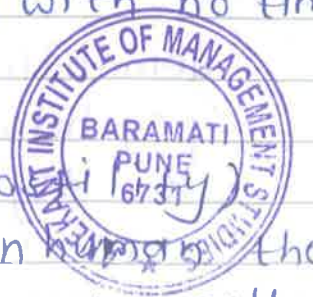
Name & Sign of Examiner _____

Assignment No. 1 Round - The - Clock - Stress Case Study

1. How would a Type A personality feel if his or her organisation suddenly announced that everyone was to be on call 24-hours a day because the company was moving to round-the-clock customer service?

Ans: This case talks about how the advancement in technology has invaded employee's personal space. With advancement in technology and changing nature of work, customers now look for a round the clock service, which has left employees with no time

- A type personality will :-
- Be overwhelmed with anger. (Chaos)
 - Start complaining about how inhuman the company will boast about how many calls he received in a day.



24 hours a day expectation. These people are working more hours in the evening and weekends than their less driven counterparts.

Type A employees are under constant deadlines and pressure and may feel that the rest of the work force is finally "catching up" to them. On the other hand, Type A employees may then put additional pressure on themselves in order to excel and stand out from those who are available 24 hours a day merely because they have to.

2. How would psychological hardiness help people deal with these emerging round-the-clock operations?

Ans. A psychologically hardy person can withstand high levels of stress and strain without getting any psychological torture hence psychological hardiness shall make people ready to face round the clock operations in the sense that people shall have faced tougher experiences than those and withstood them so round the clock operations will not stress and torture their minds.

As the workplace becomes more demanding of employees' time and attention, psychological hardiness will allow them to stay healthier, handle the pressure, and even welcome the challenges more than others who are unable to cope as well. Organisations who operate under these 24 hours a day standards will value the

stress levels will be better managed these employees leading to increased levels of production.

During stressful life events, as is happening now in the long pandemic period, hardiness may influence mental health through increasing positive, achieve coping approaches & decreasing the use of dysfunctional coping the strategies.

* These key features of psychological hardiness is,

- Control
- Commitment
- challenges.

3. What are some ways employees and their organisations could cope with the stress caused by these new round-the-clock development?

Ans. I know for me journaling and sitting and practicing breathing is super helpful. Also natural oils such as lavender and candles helps.

Employees can manage stress on a personal level through exercise, meditation, and possible by pursuing therapy. Exercise and diet regulation will lead to better sleep and better coping skills as stress increases in the workplace. Organisation can work with their employees to offering onsite services such as a gym, day care, or even laundry pick up/delivery.

This reduces the amount of pressure the employees feel by reducing the number of errands to run outside of the office. Employee Assistance programs have become a popular way for organizations to assist their employees with everything from childrearing to financial assistance. As more and more organizations put additional pressure and stress on their employees, it will be imperative but that they provide necessary support to insure their health and general wellbeing.

Encouraging more of organisational communication with the employees so that there is no role conflict. effective communication can also change employee views.

• There are some ways of reduce stress:-

1. Re-balance work & Home.
2. Build in regular exercise.
3. Eat well & limit alcohol & stimulantes.
4. Connect with supportive people.
5. Praticce meditation, stress reduction or Yoga.
6. Take a vacation.



Need to study
types of
stress