

**Program:** M.COM PART - I **Semester:** II **Program Code:** 2120361  
**Course:** Professional Intelligence **Course Code:** 59132  
**Duration:** 2 Hours **Examination Pattern:** NEP-Autonomous / External **Max. Marks:** 50

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

**Examination:**

**REGULAR**

**Q. 1** **Analyse the case and answer the questions that follow :** [10]

Aarav Healthcare Systems is a mid-sized diagnostic service provider that recently adopted AI-enabled reporting software to speed up medical test results and improve accuracy. While the system reduced manual errors, employees began facing work pressure, long screen hours, and fear of being constantly evaluated by automated systems.

Meera, the operations manager, is highly result-oriented and believes strict control ensures productivity. However, she often ignores employees' emotional concerns and rarely encourages open communication. This lack of empathy and social skills led to emotional distress among staff, increased fatigue, and a rise in internal stress-related complaints.

Recognizing the problem, the management introduced workshops on Professional Intelligence focusing on accountability, ethical decision-making, and human-centered leadership. Sessions on Emotional Intelligence helped managers improve self-awareness and empathy, while Spiritual Intelligence practices such as reflection, meditation, and connectedness were introduced to reduce stress and promote inner balance.

Gradually, employees developed better coping mechanisms for stress, teamwork improved, and the organization achieved a balance between technological efficiency and human values.

- (a) State any two sources of professional stress faced by employees at Aarav Healthcare Systems. [03]
- (b) How did Emotional Intelligence training help improve Meera's managerial effectiveness? [03]
- (c) Distinguish between Professional Intelligence and Artificial Intelligence with reference to the case. [04]

**Q. 2** **Attempt any ONE of the following:** [10]

- (a) What is professional intelligence? Mention the various challenges faced by individuals in the process of developing professional intelligence.

**OR**

- (b) Discuss the details of Gardner's Theory of multiple intelligence.

**Q. 3** **Attempt any ONE of the following:** [10]

- (a) State the twenty - one principles of professional intelligence required to succeed at work. Explain any ten in detail.

**OR**

- (b) Enlist the qualities required for professional intelligence.

