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Roll No.							Total No. of Pages : 02

Total No. of Questions: 15

MBA (2012 & Onward) (Sem.-3) INDUSTRIAL PSYCHOLOGY

Subject Code: MBA-963 Paper ID: [C1182]

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 1. SECTION-A contains SIX questions carrying FIVE marks each and students has to attempt any FOUR questions.
- 2. SECTIONS-B consists of FOUR Subsections: Units-I, II, III & IV. Each Subsection contains TWO questions each carrying EIGHT marks each and student has to attempt any ONE question from each Subsection.
- SECTION-C is COMPULSORY and consists of ONE Case Study carrying EIGHT marks.

SECTION-A

- 1. What are the problems of Industrial Psychology?
- 2. What is the role of heredity in behaviour of an individual?
- 3. Define Attitude.
- 4. Differentiate between reliability and validity of a test.
- 5. What is the need for job simplification?
- 6. What is the purpose of flexible working hours?

SECTION-B

UNIT-I

- 7. Briefly discuss the history of industrial psychology.
- 8. Explain the factors causing individual differences.

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UNIT-II

- 9. Discuss various types of psychological tests.
- 10. Explain the methods of measuring attitude

UNIT-III

- 11. Discuss the implications of Hawthorne studies.
- 12. Explain the factors affecting employee morale.

UNIT-IV

- 13. What are the characteristics of workplace? What is the significance of those characteristics?
- 14. Discuss the strategies to prevent boredom and monotony at work place.

SECTION- C

15. Case Study:

Pramod Kumar is an excellent performer. He is asked to head a poorly performing business unit. In his first few interactions with the employees, he forms an impression that they are worthless fellows, and that the business unit had to be closed down very soon. But in one last effort he exhorts the employees to pull the company out of the trouble. He tells them they are better than what they think about themselves, and that he expects them to turn the business around. He talks highly of their abilities when they are around, but shoots down their proposals without offering any explanations, and micromanages them.

Questions:

- 1. Identify the problems in the case given above.
- 2. Will employees deliver in the above case? Give reasons for your answer.

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