

Roll No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Total No. of Pages : 02

Total No. of Questions : 15

MBA (2014 to 2017) (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.
3. SECTION-C is COMPULSORY and consists of ONE Case Study carrying EIGHT marks.

SECTION-A

1. Write the scope of industrial psychology.
2. What are the factors affecting individual differences?
3. What are psychological tests?
4. What are the causes of workplace boredom and monotony?
5. What are flexible working hours?
6. What is the concept of job simplification?

SECTION-B**UNIT-I**

7. Discuss the evolution of industrial psychology.
8. Explain various types of individual differences.

UNIT-II

9. Discuss meaning and characteristics of attitude.
10. How will you determine the reliability and validity of a test? Explain.

UNIT-III

11. Discuss the main findings of Hawthorne experiments.
12. What can organisations do to improve employee morale?

UNIT-IV

13. Define motivation and explain its types.
14. Discuss the workplace characteristics and write their importance.

SECTION-C**15. Case Study :**

Ramesh Kumar has a brilliant record as a salesperson. He is promoted to the position of sales manager. He understands that the new position requires him to influence his salespeople in ways that motivate them to perform at a higher level. He empowers his salespeople to take their own decisions on important issues. But, he cannot refuse requests. When a salesperson does not hit his target and cites a personal reason for not doing so, Ramesh does not penalise them. When a salesperson requests for a part-time status, Ramesh accedes to his requests. He has such an intense desire to be liked that he is willing to grant even unreasonable requests of his subordinates. All this creates bad blood as his conscientious subordinates feel slighted when their smarter colleagues are able to extract extra mileage from their boss's misplaced benevolence.

Questions :

1. Identify the problems in the case given above. (4)
2. Should Ramesh mend his ways? How? (4)