

[Total No. of Questions - 20] [Total No. of Printed Pages - 2]
(2124)

1864

MBA 3rd Semester Examination
Industrial/Organizational Psychology (NS)

HR-03

Time : 3 Hours

Max. Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

SECTION - A

Attempt all questions of section A. Each question carries 2 marks.

1. Industrial psychology is a discipline. Give examples.
2. Why each individual behaves uniquely? State reasons.
3. Differentiate between an occupation & a job.
4. What is the difference between moral and morale?
5. Differentiate between selection and recruitment.
6. What is the difference between training & learning?
7. Who is the father of scientific management?
8. What factors of the workplace cause fatigue?
9. What is the difference between accident & incident?
10. How psychology helps in better industrial relations?

(2×10=20)

[P.T.O.]

SECTION - B

Attempt any four questions of section B. Each question carries 5 marks.

11. Every week one fatal accident is taking place in industry 'x' suggest a program to minimize such accidents.
12. A consultant finds that the morale of employees in an industry is low. How should he proceed to improve the morale of employees?
13. What are the different components of attitude? Can we measure attitude? Substantiate your answer with reasons.
14. What are the major findings of Hawthorne experiments?
15. An organisation says 'Employees first' another one says 'customer first'. Where do you think the job satisfaction levels would be higher and why.
16. Organizational conflicts should be avoided at any cost. Do you agree? Give your reasons. (4×5=20)

SECTION - C

Attempt any two questions of section C. Each question carries 10 marks.

17. (a) What is supervision?
(b) What is the difference between a supervisor and a manager?
(c) Write four most important traits of a supervisor.
 18. The need to counsel industrial employees has increased recently. Why? Explain with examples.
 19. (a) What is the scope of Human Engineering?
(b) How time study is carried out?
(c) How the results of time study are used in industry?
 20. Write an essay on industrial safety bringing out clearly how the accidents can be made to zero. (2×10=20)
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