

[Total No. of Questions - 11] [Total No. of Printed Pages - 2]
(2125)

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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

All questions are compulsory. Each question carries 2 marks.

1. Write short notes on the following:

- (a) Scope of industrial psychology.
- (b) Individualized training.
- (c) Factors influencing job satisfaction.
- (d) Formal communication.
- (e) Causes of monotony at workplace.
- (f) Organizational conflicts.
- (g) Supervision.
- (h) Causes of accidents in organizations.
- (i) Fringe benefits.
- (j) Time study.

(2×10=20)

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SECTION - B

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

2. What are the different types of training?
3. What do you know about Hawthorne Studies?
4. Elaborate different types of individual differences.
5. How can morale be measured and improved?
6. Discuss the methods that can be used to measure the attitude of employees.
7. What are the various techniques of counseling? (5×4=20)

SECTION - C

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

8. Define and discuss occupational fatigue, its types, conditions and management of fatigue at workplace.
9. What do you understand by motivation? Discuss in detail the process theories of motivation.
10. You are the owner of a small manufacturing concern. Presently the sales are high but there are many rejects which is increasing the cost and delays. What role can industrial psychology play in handling the situation?
11. What do you mean by basic selection model? What do you mean by cross validation of selection tests? (10×2=20)