

October 2008**Psychology of Human Behaviour at work
October 2008****Time: 3Hours****Marks:100****N.B:**

- 1 Attempt any five questions in all.
- 2 Attempt any three questions from Section I and any two questions from Section II

OR

- Any two questions from Section I and any three questions from Section II.
 3 Figures to the right indicate full marks.
 4 Answer to both the sections should be written in the same answer-book.

SECTION I**Q.1.**

Give reasons for the following (any four) (20)

- (a) One major strength of Organizational Behaviour is its interdisciplinary nature.
- (b) The idea of Individual differences is supported by science.
- (c) Organizations are social systems.
- (d) Organizations are formed on the basis of mutuality of interest.
- (e) Human resource approach is developmental.
- (f) People who lack system understanding develop behavioural bias.

Q.2.

Explain the following terms: (any four) (20)

- (a) Open Communication.
- (b) Semantic-barrier in communication.
- (c) Non-verbal Communication.
- (d) Job instructions.
- (e) Open door policy.
- (f) Tele commuting.

Q.3.

Critically evaluate the Reinforcement theory and Expectancy model of work motivation. (20)

Q.4.

State whether the following statements are true Or false and give reasons (any four): (20)

- (a) Employees often make cost reward comparison.
- (b) Comparable worth programmes do not guarantee equal pay for equal work.
- (c) Employee selection decision is communicated to the employee in an appraisal interview.
- (d) Fundamental attribution error is shown when judging our own selves.
- (e) Skill based pay is also called as knowledge based pay.
- (f) Profit sharing recognises mutual interest.

Q.5.

Explain the following: (20)

- (a) Blake and Mouton's Managerial grid,
- (b) Vroom's decision making model.

SECTION II**Q.6.**

Explain the following statements (any four): (20)

- (a) Job satisfaction is multidimensional.
- (b) Job satisfaction and Life satisfaction are related to each other.
- (c) High job performance contributes to high job satisfaction.

- (d) Job satisfaction studies are useful to the managers.
- (e) Managers can change employee attitudes.
- (f) There are various types of closed ended questions.

Q.7.

Write short notes on (any four): (20)

- (a) Sources of interpersonal conflict.
- (b) Conflict resolution strategies
- (c) Effects of conflicts
- (d) Assertiveness.
- (e) Stroking.
- (f) Tactics to gain political power.

Q.8.

Compare formal and informal organizations and state the benefits of informal organizations. (20)

Q.9.

Give reasons for the following (any four): (20)

- (a) Managers are linking pins between groups.
- (b) Organic organizations are more flexible and open
- (c) There are several stages in team development.
- (d) Process consultants use facilitating behaviours to help team function more effectively.
- (e) Team members need feedback.
- (f) Self-managing teams have advantages and disadvantages.

Q.10.

Elaborate on job related causes of stress and stress management types. (20)

Posted by [Kishore S Peshori](#) at 8:20 AM No comments:

March 2008

Psychology of Human Behaviour at work March 2008

Time: 3Hours

Marks:100

N.B:

1 Attempt any five questions in all.

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SECTION I

Q.1.

Explain the terms (any four):- (20)

- (a) Organizational Goals.
- (b) Role of technology in OB
- (c) Behavioural bias
- (d) Selective perception.
- (e) A whole person
- (f) Triple reward system.

Q.2.

State whether the following statements are True or False and give reasons for the same (any four):- (20)

- (a) Organizations cannot exist without communication.

- (b) Idiomatic is an important step in communication.
- (c) Acceptance is a matter of choice and degree.
- (d) Senders need not communicate with care.
- (e) Actions have no meaning.
- (f) Rumors are always give correct information.

Q.3.

Critically evaluate Herzberg's two factor Model and Goal setting theory of work motivation. :- (20)

Q.4.

Give reasons for the following statements (any four):- (20)

- (a) Self appraisal is an important tool of performance appraisal.
- (b) Employee be have according to the managers expectations.
- (c) Performance appraisal plays a key role in reward system.
- (d) Profit sharing has certain difficulties.
- (e) MBO involves joint goal setting.
- (f) People see what they expect to see.

Q.5.

Define leadership and explain in detail:Fiedler's contingency approach and Hersey and Blanchards situational approach. (20)

SECTION II**Q.6.**

Write short notes on any four:(20)

- (a) Attitude and job involvement.
- (b) Organizational commitment
- (c) Types of survey questions
- (d) Benefits of job satisfaction studies.
- (e) Critical issues in surveys
- (f) Employee turnover.

Q.7.

Explain the following statements (any four):- (20)

- (a) Conflicts occur due to differences in values.
- (b) The win-win outcome is the most preferred outcome.
- (c) Managers must be good at politics to succeed.
- (d) Expert power comes from specialized learning.
- (e) Personality differences can cause conflicts.
- (f) Confrontation is the-best way of resolving conflict.

Q.8.

Describe in detail:- (20)

- (a) Problems associated with informal organizations
- (b) Groupthink and polarization.

Q.9.

Explain the terms (any four):- (20)

- (a) Self managing teams
- (b) Social loafing
- (c) Sucker effect.
- (d) Linking pins
- (e) Problems in teams
- (f) Matrix organization.

Q.10.

What are the causes and symptoms of stress? How can stress be reduced? Discuss. (20)

Posted by [Kishore S Peshori](#) at 8:12 AM No comments:

October 2007

Psychology of Human Behaviour at work October 2007

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SECTION I

Q.1.

State whether the following statements are true or false and give reasons for the same (any four):- (20)

- (a) A complex set of forces affect organizational behaviour today.
- (b) The idea of individual differences is not supported by science.
- (c) When organizations goals and actions are ethical it creates a double reward system.
- (d) Human resource approach is developmental.
- (e) Ethical managers will not manipulate people.
- (f) Most sciences share three goals.

Q.2.

Give reasons for the following statements(any four):- (20)

- (a) Communication process always involves two people.
- (b) Context provides meaning to words.
- (c) Personal barriers can be in the term of psychological distance.
- (d) Filtering may be legitimate in upward communication.
- (e) Managers who communicate successfully must develop trust.
- (f) There is important difference between grapevine and rumour.

Q.3.

Discuss Goal setting theory and Equity theory of motivation. (20)

Q.4.

Explain the following statements (any four):- (20)

- (i) Money has social value.
- (ii) Employee approach is to make a type of cost reward comparison.
- (iii) MBO is a cyclical process.
- (iv) Assessment is communicated to an employee in an appraisal interview.
- (v) People attribute others achievement to good luck or easy task.
- (vi) Gain sharing plans are much more than pay systems.

Q.5.

Define leadership. Explain any two contingency approaches to leadership. (20)

SECTION II

Q.6.

Give reasons for the following (any four):- (20)

- (a) Job satisfaction is higher in smaller organizations.
- (b) Employee feelings about their jobs are highly dynamic.
- (c) Happy workers are not always effective workers.
- (d) Job satisfaction information is useful to the managers.
- (e) Favorable attitudes are connected with positive outcomes.

- (f) Employee turnover can have several negative consequences.
- (g) Surveys have many benefits.
- (h) Organizational commitment indicates loyalty of the employees.

Q.7.

Explain the terms(any four):- (20)

- (a) Assertive behaviour.
- (b) Win-win outcome.
- (c) Coercive power.
- (d) Win-lose outcome.
- (e) Impression management.
- (f) Compromising.
- (g) Strokes.
- (h) Interpersonal conflict.

Q.8.

Describe in detail the various aspects of formal groups in organizations. (20)

Q.9.

Write short notes (any four):- (20)

- (a) Linking pins.
- (b) Matrix organization.
- (c) Characteristics of mature teams.
- (d) Self managing teams.
- (e) Social loafing.
- (f) Process consultation.

Q.10.

Describe the nature of stress and explain in detail the extreme effects of stress. (20)

Posted by [Kishore S Peshori](#) at 8:03 AM No comments:

March 2007

Psychology of Human Behaviour at work March 2007

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Marks:100

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4 Answer to both the sections should be written in the same answer-book.

SECTION I

Q.1.

(a) Explain the terms (any four):- (20)

- (1) People.
- (2) Interdisciplinary nature of OB.
- (3) Perception.
- (4) Behavioral bias.
- (5) Unethical manipulation of people.
- (6) The law of diminishing returns.

(b) State whether the following statements are True or False and give reasons for the same (any four):- (20)

- (i) Acceptance is a matter of choice and degree.
- (ii) Senders need not communicate with care.
- (iii) Semantics presents difficult challenges when people from different cultures attempt to communicate with each other.
- (iv) Action is known as verbal communication.
- (v) Managers can encourage upward communication by asking good questions.
- (vi) Rumour is not a result of interest and ambiguity.

Q.2.

What is Behavior Modification? Discuss its alternative consequences and schedules of Reinforcement. (20)

Q.3.

Give reasons for the following statements (any four):- (20)

- (i) Many types of pay are required for a complete economic reward system.
- (ii) Employees make a rough type of cost reward comparison.
- (iii) An important task for management is integrating extrinsic and intrinsic rewards successfully.
- (iv) Performance appraisal plays a key role in reward system.
- (v) Problems can arise in self-appraisal.
- (vi) Skill based pay rewards individuals for what they know how to do.

Q.4.

Explain and critically evaluate the behavioral approaches to leadership style.:- (20)

SECTION II**Q.5.**

Write short notes on any four:(20)

- (i) Types of survey questions.
- (ii) Performance satisfaction relationship.
- (iii) Changing employee attitudes.
- (iv) Work moods.
- (v) Uses of job satisfaction studies.
- (vi) Theft in organizations.

Q.6.

Explain the following statements (any four):- (20)

- (i) Interpersonal conflicts arise from a variety of sources.
- (ii) Conflict is not all bad.
- (iii) Assertive behavior is effective when it integrates a number of verbal and non-verbal components.
- (iv) Expert power comes from specialized training.
- (v) Strokes may be positive, negative or mixed.
- (vi) Confronting can be viewed as the best conflict resolution strategy.

Q.7.

Distinguish between formal and informal organizations. Discuss the weaknesses of committees. (20)

Q.8.

Explain the terms (any four):- (20)

- (i) Linking pin model.
- (ii) Life cycle of a team.
- (iii) Project manager.
- (iv) Effective teams.
- (v) Sucker effect.
- (vi) Problems in teams.

Q.9.

Discuss the causes of stress and approaches to stress management. (20)

Posted by [Kishore S Peshori](#) at 7:49 AM No comments:

October 2006

Industrial & Organisational Psychology October 2006

Time: 3Hours

Marks:100

N.B:

- 1 Attempt any five questions.
- 2 Figures to the right indicate full marks.

Q.1.

(a) Explain in brief (any three):- (15)

- (1) Behavioural bias.
- (2) Contingency Approach.
- (3) Characteristics of OB field.
- (4) Motivation Behaviour.
- (5) Law of Individual Differences.
- (6) Role of Structure in OB.

(b) Write short note on (any one):- (5)

- (i) Organizational goals.
- (ii) Organizational forces.

Q.2.

(a) State whether the following statements are True or False and give reasons for the same (any three):- (15)

- (i) The key to better communication is quantity and not quality.
- (ii) For effective communication, managers must develop a positive communication attitude.
- (iii) Actions have no meaning.
- (iv) Credibility gaps cause problems in effective communication.
- (v) Words do not provide meaning but people do.
- (vi) Rumours always give correct information.

(b) Write short note on (any one):- (5)

- (i) Communication Needs.
- (ii) Communication Barriers.

Q.3.

Define work motivation and explain the nature of work motivation. Discuss goal-setting theory of motivation. (20)

Q.4.

(a) Give reasons for the following statements.(any three):(15)

- (i) Appraisal interviews can be threatening for many managers.
- (ii) The 360 degree feedback works best when an individual's self assessments matches with others assessment of them.
- (iii) Incentives linking pay with performance can be advantageous as well as disadvantageous.
- (iv) Profit-Sharing recognize mutual interests.
- (v) Skill based pay rewards individual for what they know how to do.
- (vi) Money provides social as well as economic value.

(b) Write a short note on (any one):- (5)

- (i) The Appraisal Interview.
- (ii) Nature of Attribution.

Q.5.

Describe Managerial Grid and path goal model of leadership. (20)

Q.6.

(a) Give reasons for the following statements(any three):- (15)

- (i) Work moods of employees are important to managers.
- (ii) Employees feelings about their jobs are highly dynamics.
- (iii) Managers must increase the job involvement of the employees
- (iv) Satisfaction performance relationship is very complex.
- (v) Organizational commitment indicates loyalty of the employees.
- (vi) Surveys have many benefits.

(b) Write short note on (any one):- (5)

- (i) Changing employee attitude.
- (ii) Types of survey questions.

Q.7.

(a) State whether the following statements are True or False and give reasons for the same (any three):- (15)

- (i) Some conflicts are destructive at the intergroup level.
- (ii) 'Lose-Win' is the preferred out come.
- (iii) Avoiding is the best ways of solving conflicts.
- (iv) Employees respond in three ways to the managers use of different power bases.
- (v) Legitimate power comes from higher authority.
- (vi) Organizational politics helps to accomplish personal goals at work.

(b) Write a short note on (any one):- (5)

- (i) Stroking.
- (ii) Tactics used to gain political power.

Q.8.

How do the informal organizations emerge? Explain the potential outcomes of formal group processes. (20)

Q.9.

(a) Explain briefly (any three):- (15)

- (i) Linking pin model.
- (ii) Super ordinate goal.
- (iii) Problems in teams.
- (iv) Cross functional teams.
- (v) Project manager.
- (vi) Characteristics of mature teams.

(b) Write a short note on (any one):- (5)

- (i) Feedback.
- (ii) Social loafing.

Q.10.

Explain the functions and types of counseling. (20)

Posted by [Kishore S Peshori](#) at 7:40 AM No comments:

April 2006

Industrial & Organisational Psychology April 2006 (Revised Course)

Time: 3Hours

Marks:100

N.B:

- 1 Attempt any five questions.
- 2 Figures to the right indicate full marks.

Q.1.

(a) Explain in brief (any three):- (15)

- (1) Organizational Behaviour.
- (2) Role of Technology in OB.
- (3) Law of Individual Differences.
- (4) Triple Reward System.
- (5) Unethical Manipulation of People.
- (6) Continuing Challenges before OB.

(b) Write short note on (any one):- (5)

- (i) Self-efficiency.
- (ii) Result-Oriented Approach.

Q.2.

(a) State whether the following statements are True or False and give reasons for the same (any three):- (15)

- (i) Grapevine is as fickle, dynamic and varied as people are.
- (ii) Semantics is the science of physical distance.
- (iii) For communication to be effective managers must be sensitive to the needs of the Employees.
- (iv) Understanding can occur in the receiver's mind.
- (v) Personal barriers can be in the form of psychological distance.
- (vi) Content of the rumor changes as it passes from person to person.

(b) Write short note on (any one):- (5)

- (i) Electronic Communication.
- (ii) Downward Communication.

Q.3.

Define work motivation. Compare and contrast different need theories of motivation. (20)

Q.4.

(a) Give reasons for the following statements. (any three): (15)

- (i) Consistency refers to whether a behaviour is relatively stable over a period of time.
- (ii) Self appraisal is an important tool of performance appraisal.
- (iii) People see what they want to see.
- (iv) Profit-sharing works better for the fast growing profitable organizations.
- (v) Gain sharing pay plan broadens the understanding of employees.
- (vi) In 360 degree feedback, the data is gathered from variety of sources.

(b) Write a short note on (any one):- (5)

- (i) Appraisal Philosophy.
- (ii) M.B.O.

Q.5.

Distinguish between a Leader and a Manager. Discuss emerging approaches to leadership. (20)

Q.6.

(a) Explain in brief (any three):- (15)

- (i) Employee may exhibit their work dissatisfaction through tardiness.
- (ii) Survey data can spur competition among different departments in large organization.
- (iii) Job satisfaction is multi dimensional.
- (iv) Employee comments are very useful for management.
- (v) Job satisfaction and Life satisfaction are closely related.
- (vi) Attitudes influence behaviours and behavior influence attitude.

(b) Write short note on (any one):- (5)

- (i) Work moods.
- (ii) Effects of employee attitudes.

Q.7.

(a) State whether the following statements are True or False and give reasons for the same (any three):- (15)

- (i) Conflicts can never be constructive.
- (ii) Intergroup conflicts are purposely induced in the organisation.
- (iii) Conflicts occur due to differences in values.

- (iv) The most desirable life position is "I am OK - you're not OK".
- (v) Strokes may be positive, negative or mixed.
- (vi) Conflicts may produce three distinct outcomes.

(b) Write a short note on (any one):- (5)

- (i) Assertive behaviour.
- (ii) Effects of conflicts.

Q.8.

Describe the following. (20)

Brain storming ,Nominal group technique, Delphi-decision making, Dialectic decision method.

Q.9.

(a) Explain briefly (any three):- (15)

- (i) Managers in the role of Linking pins.
- (ii) Life cycle of a Team.
- (iii) Characteristics of effective teams.
- (iv) Contingency, organizational design.
- (v) Social loafing.
- (vi) Process consultation.

(b) Write a short note on (any one):- (5)

- (i) Matrix Organization.
- (ii) Problems in Teams.

Q.10.

Define stress. Describe its symptoms and extreme products of stress. (20)

Posted by [Kishore S Peshori](#) at 5:01 AM No comments:

October 2005

Industrial & Organisational Psychology October 2005

Time: 3Hours

Marks:100

N.B.:

- (1) Attempt any five questions in all, with a minimum of two questions from each section.
- (2) Figures to the right indicate full marks.

SECTION I

Q.1.

a) Explain in brief (Any three) :- (15)

- (i) Technology
- (ii) A whole person
- (iii) cost-benefit analysis
- (iv) Law of individual differences
- (v) Mutuality of interest
- (vi) TQM

b) Write short notes on any one:- (5)

- (i) Approaches to organizational behaviour
- (ii) Nature of people

Q.2.

a) State whether the following are True or False and give the reasons for the same (Any three) :- (15)

- (i) More communication is better communication

- (ii) Just hearing is not active listening
- (iii) The grapevine is very fast
- (iv) Telecommuting has many benefits
- (v) Filtering causes delay in upward communication
- (vi) Actions speak louder than words

b) Write short notes on any one:- (5)

- (i) Rumours and its types
- (ii) Downward Communication

Q.3.

Explain the nature of motivation in organisation, compare and contrast the need theories of motivation (20)

Q.4.

a) Give the reasons for the following statements (Any three) :- (15)

- (i) When self efficiency is high expectancy is also high
- (ii) Every person has a unique combination of Valence, Instrumentality and Expectancy
- (iii) No motivation is possible unless valence is positive
- (iv) Over rewarded inequity causes guilt
- (v) Equity Model is based on social comparison
- (vi) Attribution process involves three main components

b) Write short notes on any one:- (5)

- (i) J. Stacy Adam's Theory
- (ii) Application of attribution theory

Q.5.

Describe the new (emerging) approaches to leadership. (20)

SECTION II

Q.6.

a) Describe in brief (Any three) :- (15)

- (i) Mental and emotional involvement
- (ii) Benefits of participation
- (iii) quality circles
- (iv) Guidelines for participation programme success
- (v) suggestion programmes.
- (vi) Empowerment.

b) Write short notes on any one of the following :- (5)

- (i) Pre-requisites of participation.
- (ii) Labour union attitudes towards participation.

Q.7.

a) Give the reasons for the following statements (Any three) :- (15)

- (i) Employee attitudes are important for organizations.
- (ii) Spillover effects occur in both directions between job and life.
- (iii) Theft may be used to gain revenge on the organization
- (iv) Survey questions may be open ended or closed ended
- (v) Job satisfaction management is important to the management
- (vi) Reliability is the degree to which the tests give consistent results.

b) Write short notes on any one of the following :- (5)

- (i) Job Involvement.
- (ii) Benefits of Job Satisfaction studies.

Q.8.

a) State whether the following are True or False and give the reasons for the same (Any three) :- (15)

- (i) The most desirable conflict outcome is "win-loss"
- (ii) Compromising is the best way of solving conflict.

(iii) Assertive behaviour is the most effective when it integrates a number of verbal and non-verbal components.

(iv) "I am OK. You are not-OK" person is more likely to seek a "win-win" outcome.

(v) Legitimate power is also known as referent power.

(vi) Most desirable outcome from wielding power is compliance.

b) Write short notes on any one of the following :- (5)

(i) Levels of conflict

(ii) Transactional Analysis

Q.9.

Explain the OD Process. Discuss the benefits and limitations of OD Process (20)

Q.10.

Describe in detail the effects and causes of stress . (20)