

Psychology at Work

April 2009

N.B: (1) Attempt **five** questions in **all** (2) Attempt any **three** questions from **Section I** and any **two** questions from **Section II**. **OR** Attempt any two questions from **Section I** and any three questions from **Section II** (3) **All** answers should be written in the **same** answer book (4) Figures to the **right** indicate **full** marks.

Section I

- (1) Give reasons for the following statements (any four): (20)
- (a) The idea of individual difference is supported by science
 - (b) Organizations are complex systems.
 - (c) Organizations are formed on the basis of mutuality of interests
 - (d) Contingency approach emphasizes on different methods
 - (e) People who lack system understanding develop behavioural bias
 - (f) Ethical managers will not manipulate people
- (2) Explain the following terms (any four): (20)
- (a) Encoding
 - (b) Upward communication
 - (c) Cognitive dissonance
 - (d) Communication overload
 - (e) Open door policy
 - (f) Virtual offices
- (3) Define work motivation. Compare and contrast different need theories of motivation (20)
- (4) State whether the following statements are True or False and give reasons (any four): (20)
- (a) Legal compulsions affect organizational models of motivation
 - (b) Employee often makes cost reward comparison
 - (c) Skill based pay is also called as knowledge based pay
 - (d) Profit sharing recognizes mutual interests
 - (e) In 360 degree feedback only the superior does appraisal
 - (f) Consensus is low when everyone behaves in the same manner
- (5) Explain the following: (20)
- (a) Fiedler's contingency approach to leadership
 - (b) Hersey and Blanchard's situational approach

Section II

- (6) Give reasons for the following statements (any four): (20)
- (a) Job satisfaction and life satisfaction are closely related
 - (b) Happy workers are not always effective workers
 - (c) Job satisfaction is higher in smaller organizations
 - (d) Employee turnover can have negative consequences
 - (e) Surveys have many benefits
 - (f) Employee feelings about their jobs are highly dynamic

- (7) Explain the following terms (any four):** **(20)**
- (a) Assertiveness
 - (b) Win-win outcome
 - (c) Coercive power
 - (d) Strokes
 - (e) Interpersonal conflict
 - (f) Impression management
- (8) Explain Brain storming, Nominal group technique, Delphi decision making and Dillective decision methods.** **(20)**
- (9) Write short notes (any four):** **(20)**
- (a) Self-managing teams
 - (b) Linking pins
 - (c) social loafing
 - (d) Matrix organization
 - (e) Sucker effect
 - (f) Characteristics of mature teams
- (10) Describe the nature of stress and explain in details the extreme effects of stress.** **(20)**