

Psychology at Work

October 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) OB provides a useful set of tools at many levels of analysis
 - (b) Technology has costs as well as benefits
 - (c) Employees see their worlds of work differently for a variety of reasons
 - (d) People function as total human beings
 - (e) Employees have desire for involvement
 - (f) When the organisations goal and actions are ethical, mutuality creates a triple reward system
2. **Explain the following terms (any four):** (20)
 - (a) The two-way communication process
 - (b) Personal barriers in communication
 - (c) Social cues
 - (d) Upward communication process
 - (e) Electronic mail
 - (f) Grapevine
3. **Discuss the goal setting and equity model of work motivation** (20)
4. **State weather the following statements are True of False and give reasons (any four):** (20)
 - (a) Money does not have social value
 - (b) MBO is a cyclical process that often consists of four steps as a way to attain desired performance
 - (c) Appraisal interview does not have many benefits
 - (d) Self-fulfilling prophecy is very powerful
 - (e) Managers sometimes avoid giving appraisals
 - (f) Incentives provide several potential employee advantages
5. **Explain leadership behaviour and followership. Compare positive and negative leaders** (20)

Section II

- 6. Explain the following statements (any four):** (20)
- (a) Employee attitude are important to organisations
 - (b) Spillover effect occurs in both directions between job and life satisfaction
 - (c) Work moods are highly dynamic
 - (d) Higher job satisfaction is associated with lower employee turnover
 - (e) A pattern of tardiness is often a symptom of negative attitudes of employees
 - (f) Violence can be an indicator of job dissatisfaction
- 7. Write short notes (any four):** (20)
- (a) Levels of conflict
 - (b) Conflict outcomes
 - (c) Interpersonal orientations
 - (d) Types of power
 - (e) Effects of power bases
 - (f) Organisational politics
- 8. What is a group? Explain the types of groups. Discuss the potential outcomes of formal group processes.** (20)
- 9. Explain the following terms (any four):** (20)
- (a) Contingency organizational design
 - (b) Project manager
 - (c) Life cycle of a team
 - (d) Team building
 - (e) Process consultation
 - (f) Individual territories v/s team spaces
- 10. What is counselling? Describe the characteristics of people with good mental health. Explain the functions of counselling.** (20)