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| **ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27** | | | | | | |
| **B.A. PSYCHOLOGY - VI SEMESTER** | | | | | | |
| **SEMESTER EXAMINATION: APRIL 2019** | | | | | | |
| **PY6213 – Industrial Psychology** | | | | | | |
|  |  |  |  |  |  |  |
| **Time- 2 1/2 hrs** | |  | **Max Marks-70** | | |  |
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| **This paper contains two printed sides and three parts** | | | | | | |

**SECTION A**

1. **Answer the following questions 10x2=20**
2. What is reverse discrimination?
3. Name the various forces that affect an organization.
4. Distinguish between intrinsic and extrinsic motivators in OB.
5. What is a chain reaction effect in OB?
6. Give any one current scope of OB.
7. What is the Pygmalion effect?
8. Describe positive affectivity and negative affectivity in terms of employee attitudes.
9. What are formal and informal groups?
10. What are the factors inhibiting employee commitment?
11. What is Presenteeism?

**SECTION B**

1. **Answer any FOUR of the following 4x5= 20**
2. Explain the various changes an organisation has to implement in order to accommodate women and minority groups in the organisation?
3. Elaborate on Positive Characteristics of OB.
4. Explain the various negative effects of excessive employee turnover.
5. Elaborate on any five types of HR training.
6. Explain Alderfer’s ERG model with an example.
7. Elaborate on types of resistance to change among employees.

**SECTION C**

**III. Answer any THREE of the following: 3x10= 30**

1. Elaborate on the various types of leadership using examples.
2. Explain in detail the recruitment process in an organisation.
3. Explain the various factors affecting working conditions.
4. Elaborate on the various processes occurring in a changing organisational culture on part of managers, employees and the organization as a whole.
5. As a founder and CEO, how would you structure your organization? How would you build and manage your team? How would you recruit employees? How would you maintain and manage diversity in culture? Explain using relevant concepts and examples.

**PY6213\_A\_19**

**Answer Scheme**

**PART A**

1. Reverse discrimination – brief – 1 mark
2. People, Structure, Technology and environment
3. Intrinsic- internal rewards that a person feels when performing a job, direct connection between work and rewards

Extrinsic- external rewards that occur apart from the nature of work

1. Situation where change that affects only one individual has a direct or indirect effect on others due to mutual interest.
2. Any one scope highlighted and briefly explained – 2 marks
3. Pygmalion effect – higher expectations yielding better results from employees.
4. Positive affectivity- optimistic personal dispositions,

Negative- pessimistic personal dispositions

1. Formal- groups formed as part of organizational structure

Informal- groups formed spontaneously by employees as a process of socialization.

1. Excessive blaming, insincere gratitude, failure to follow, inconsistencies, inflated egos
2. Presenteeism occurs when employees when employees come to work despite troublesome physical and emotional health conditions that affect work performance.

**Part B**

1. Changes in infrastructure, changes in work processes, changes in training, in incentives and rewards, group dynamics and managing group dynamics. (1 mark per point briefly explained)
2. Positive Characteristics-

* OB is Interdisciplinary in nature
* Its emerging base of research knowledge, models and conceptual frameworks.
* THEORIES
* RESEARCH
* PRACTICE

1. mark per point
2. Separation costs, training costs, vacancy costs, replacement costs, Morale effects
3. Objectives highlighted and explained – 2 marks

* Each type of training highlighted and briefly explained – 1 mark

1. Points- Existence needs, Relatedness needs, growth needs (1 mark per point explained)

Explanation of example – 2 marks

1. Logical rational objections, Psychological and emotional attitudes, Sociological fators and group interests.

**PART C**

1. Authoritarian, democratic, transformational, transactional- 2 marks per type explained.

Relevant examples supporting each type- ½ mark

1. Points to be covered- sources for recruiting, recruiter characteristics, campus recruiting, realistic job previews.
2. work-place design, environmental psychology, landscape offices, illumination, noise, colour, music, temperature and humidity.
3. Brief Description – 1 mark

* Organizational Socialization – 3 marks
* Managers – Storytelling – 3 marks
* Employees- Individualization and its extreme effects of *rebellion* and *conformity*

1. Subjective answer- each point highlighted and explained – 1 mark