

2011

M B A

4th Semester Examination

INDUSTRIAL PSYCHOLOGY AND  
ORGANISATIONAL DYNAMICS

(Specialisation : Human Resource Management)

PAPER—HR 403

Full Marks : 100

Time : 3 Hours

*The figures in the right-hand margin indicate full marks.**Candidates are required to give their answers in their own words as far as practicable.**Illustrate the answers wherever necessary.***Write the answers to Questions of each Half in separate books.**

Outline

Jotting

**First Half**  
(Marks : 50)

1. Answer any four questions : 50 marks 5×4
- State the difference between Psychology and Industrial Psychology.
  - Discuss the scope of Industrial Psychology in Human Resource Management.
  - Discuss the nature of attitude.
  - Write a short note on Emotional Intelligence.
  - Will you categorise women employees into Special Employee Group? Give reasons for your answer.

(Turn Over)

(f) What type of career development opportunities are there for quota employees in India?

2. Answer any *two* questions : 10x

- (a) Discuss in detail the psychological factors that play important roles in Occupational choices.
- (b) Discuss the methods of predicting job satisfaction. Discuss the effects of stress on work.
- (c) Discuss in detail the benefits of employee counselling programmes.

**[ Internal Assessment : 10 ]**

**Second Half**

(Marks : 50)

3. Answer any *four* questions : 5x

- (a) State the basic components of organisational setting.
- (b) Discuss the hygiene factors of Motivation.
- (c) Write a short note on Psychological Contract.
- (d) Discuss the process of developing the personality of a worker in an organisation.
- (e) Discuss the Human Process Interventions and Organisational Development Interventions.
- (f) Write a short note on Industrial Conflict.

4. Answer any *two* questions : 10x

- (a) Discuss in detail the Task and Element functions of Organisational Components. 10
- (b) How is cognitive process used for generating organisational behaviour? How can frustration be won in the industrial establishment? 5+
- (c) Discuss the process of Organisational Development in detail. 10

**[ Internal Assessment : 10 ]**