

2012

MASTER OF BUSINESS ADMINISTRATION

[Fourth 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 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**

(Turn Over)

FIRST HALF

[Marks : 50]

1. Answer any *four* questions : 5 × 4

(a) Discuss different types of counselling with suitable examples.

(b) What are the factors that influence individual morale ?

(c) Discuss the effects of stress on work.

(d) How industrial psychology is different from general psychology ?

(e) Describe the possible effects of employee job satisfaction on their behaviour in the organization.

(f) What is emotional intelligence ? What are the main components of emotional intelligence ?

2. Answer any *two* questions : 10 × 2

(a) How employers can accommodate and welcome disabled employees ?

- (b) How would you define employee morale ? Why is it important ? Suggest ways to improve employee morale in an organization.
- (c) What do you understand by the term 'attitude' ? What are different components of attitude ? How would you measure the attitudes of the employees in an organization ?

[*Internal Assessment* : 10 Marks]

SECOND HALF

[*Marks* : 50]

3. Answer any *four* questions : 5 × 4
- (a) What is goal-based organisation setting ? Explain.
- (b) How is cognitive process used for generating organisational behaviour ?
- (c) Explain the different steps of overcoming the stress.
- (d) Discuss the concept of O. D interventions.

- (e) Describe in brief Herzberg's two-factor theory and its possible implications for managers.
- (f) What are different conflict resolution strategies ?

4. Answer any *two* questions : 10 × 2

- (a) Discuss the different features of psychological contract.
- (b) Explain Lewins' model of organisational development.
- (c) Why do you need to understand the personality make up of your employees ? Explain in brief the Big-Five measure of personality.

[*Internal Assessment* : 10 Marks]
