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**MBA/IVS/HR-403/13**

**2013**

**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**

**FIRST HALF**

**[ Marks : 50 ]**

**( Turn Over )**

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

- (a) Discuss the two factor theory of Herzberg.
- (b) Why should there be an ideal fit between personality traits and occupational demands ?
- (c) What do you understand by eustress and distress ?
- (d) Elaborate the scope of industrial psychology.
- (e) As an industrial psychologist what measures would you like to suggest to handle handicapped employees at workplace ?
- (f) What is known as 'Equal Employment Opportunity' ? How would you ensure EEO in your organization ?

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

- (a) What is emotional intelligence ? What are its components ? Why is it an essential quality for a manager ? Support your views.

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- (b) What is career development ? How would you ensure that women employees are not suffering from the syndrome of 'glass ceiling' in an organization ?
- (c) Define testing. Point out major characteristics of a good selection test. Describe the general steps in construction of a test.

[ *Internal Assessment* : 10 Marks ]

SECOND HALF

[ *Marks* : 50 ]

3. Answer any *four* questions of the following : 5 × 4
- (a) Explain briefly different basic components of an organisation.
- (b) State the relationship between people and organisation.
- (c) Discuss briefly the element function of organisation.

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- (d) Briefly discuss the different O.D interventions.
- (e) Write short notes on : Psychological contract.
- (f) Define change. Explain why people resist change in an organization.
4. Answer any *two* of the following questions : 10 × 2
- (a) Briefly explain the Hygiene factor of Motivation.
- (b) Discuss the relationship between conflict, stress and frustration.
- (c) Explain the process of organisational development (O.D.).
- [ *Internal Assessment* : 10 Marks]
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