

**OLD**

**2016**

**M B A**

**4th Semester Examination**

**Subject : INDUSTRIAL PSYCHOLOGY AND  
ORGANISATIONAL DYNAMICS**

**(Specialization : 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.*

**(First Half)**

**(Marks : 50)**

1. Answer any *four* questions : 4×5
- (a) Describe the healthy ways of coping with stress.
- (b) Manager are often confronted with negative attitudes of subordinate employees. In such situation, as HR Manager of the Company what suggestion would you offer to the managers for changing the negative attitudes of such employees ?

*(Turn Over)*

- (c) There are several methods of measuring moral— what are the methods? Explain.
- (d) Briefly describe any two important psychological tests used in an organisation.
- (e) With a short note or employee counselling programme for alienated employee.
- (f) What is job satisfaction? Differentiate between job satisfactions and morality.

2. Answer any two question : 2×10

- (a) Explain the factors that generally contribute to the job satisfaction of employer.
- (b) Define Personality. Briefly define the determinants of personality. Also state the contrasting profiles of Type A and Type B personalities.
- (c) Write Short notes on :
  - (i) Emotion Intelligence — its concept and relevance ;
  - (ii) Advantages and imitation of Selection Tests.

**[ Internal Assessment : 10 Marks ]**

**(Second Half)**

(Marks : 50)

3. Answer any *four* questions : 4×5

- (a) What is OD ? Point out its important characteristics.
- (b) List the main ideas in Maslow's hierarchy of needs theory.
- (c) Define an organization. Explain briefly the basic components of an organization.
- (d) Briefly describe the cognitive process used for generating organizational behaviour.
- (e) Write a short note on 'dimension of personality'.
- (f) Indicate the responsibility of line managers.

4. Answer any *two* questions : 2×10

- (a) What is burn out? Identify some personal characteristics that contribute to stress. Also explain how each contributes to our experience of stress.

- (b) Critically example the Herzberg's two-factor theory. Also compare it to Maslow's need theory.
- (c) What are the steps involved in organization development process? Discuss, Also explain the objectives of survey feedback.

**[ Internal Assessment : 10 Marks ]**

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