

- (e) What are functional and dysfunctional conflicts in organization ?
- (f) Describe the characteristics of organizational development.

4. Answer any *two* questions : 2×10

- (a) 'Stress is inevitable'—as a HR manager determine the causes of it and suggest how to handle it.
- (b) What is the need of understanding personality of an employee ? Explain how to differentiate personality.
- (c) What is OD intervention ? Describe any intervention which aims at improving interpersonal relationships in organizations.

[Internal Assessment : 10 Marks]

- (b) Answer any *one* question : 1×10
- (i) Summarize and evaluate various coping strategies for preventing and/or effectively managing stress.
 - (ii) What do you mean by Emotional Intelligence? Explain how to develop Emotional Intelligence?

[Internal Assessment : 10 Marks]

(Second Half)

(Marks : 50)

3. Answer any *four* questions : 4×5
- (a) Discuss the Lewin's Model of OD.
 - (b) Discuss in brief Herzberg's two factor theory of motivation and its possibility of implementation.
 - (c) Briefly discuss the difference between stress and frustration.
 - (d) Analyse the Strategic Intervention of OD.

examples to distinguish between the three components of an attitude.

(ii) Briefly explain emotional intelligence.

(b) Answer any *three* questions : 3×5

(i) What are the determinants of morale? Discuss.

(ii) Elaborate the scope of Industrial Psychology in HRM.

(iii) Explain the Non-Directive process of Counselling.

(iv) Discuss how selection process is related to Industrial psychology.

2. Answer all the questions :

(a) Answer any *one* question : 1×10

(i) Define stress. From the point of view of managing work-related stress, indicate the major factors that cause work-related stress. 2+8

(ii) What is job satisfaction? What are its determinants? Also indicate the factors leading to job dissatisfaction. What are the usual modes of expressing dissatisfaction by employees?

2+2+2+4

2015

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 all the questions :

(a) Answer any one question : 1×5

(i) What do you mean by an attitude? Give

(Turn Over)