

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
EIGHTH SEMESTER B.TECH DEGREE EXAMINATION, MAY 2019

Course Code: MP469

Course Name: Industrial Psychology and Organisational Behaviour

Max. Marks: 100

Duration: 3 Hours

PART A

Answer any three full questions, each carries 10 marks.

Marks

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| 1 | a) Give a brief account of the evolution of psychology. | (7) |
| | b) Describe some of the areas of everyday life where understanding of psychology can be put to practice. | (3) |
| 2 | a) What is meant by study of behaviour? | (2) |
| | b) What are the factors of human behaviour | (6) |
| | c) How is Genetics an important factor in study of human behaviour? | (2) |
| 3 | Explain information-processing theory in memory. | (10) |
| 4 | Briefly explain different personality traits with suitable examples. | (10) |

PART B

Answer any three full questions, each carries 10 marks.

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| 5 | Explain the fundamental concepts in organizational behaviour. | (10) |
| 6 | a) What is the difference between Autocratic Model and Supportive model? | (5) |
| | b) Which model is suitable for an organisation of research laboratory? | (5) |
| 7 | What is meant by downward communication? What are the prerequisites for a downward communication? State different problems associated with downward communication | (10) |
| 8 | a) What is meant by psychological contract? Why is it important for managers to recognise this contract? | (5) |
| | b) "Workforce diversity is a challenge for managers in the wake of globalisation." Discuss this statement | (5) |

PART C

Answer any four full questions, each carries 10 marks.

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| 9 | a) Classify the types of human needs. | (4) |
| | b) Conduct a detailed comparison between Maslow's, Herzberg's and Alderfer's | (6) |

models of human needs

- 10 a) What is employee self-efficacy? List out at least 5 tips for building self efficacy. (5)
b) Describe the major elements of goal setting. (5)
- 11 a) What is the need of OB modification? (4)
b) What all can be the possible consequences of OB modification (6)
- 12 a) What are the benefits of an informal group? (5)
b) What are the problems of an Informal group? (5)
- 13 a) What is Resistance to Change and what are the reasons for resistance? (5)
b) What are the types of resistance and its implication? (5)
- 14 What are the different types of work teams (10)
