

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY
Fourth Semester MBA Degree Examination June 2022 (2020 scheme)

Course Code: 20MBA218
Course Name: Industrial Psychology

Max. Marks: 60

Duration: 3 Hours

PART A*Answer all questions. Each question carries 2 marks*

Marks

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| 1 | Define Personality | (2) |
| 2 | Classify different components of Learning | (2) |
| 3 | Differentiate between Emotional Intelligence and Intelligence Quotient | (2) |
| 4 | Define Transactional Analysis | (2) |
| 5 | Define Coaching | (2) |

PART B*Answer any 3 questions. Each question carries 10 marks*

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| 6 | “No two individuals are the same, everyone is unique in their own way.”
Visualize the factors that help us to understand individual differences? | (10) |
| 7 | “Motivation is the driving force that keeps people moving forward.”
Discuss some of the methods for motivating people in an organization. | (10) |
| 8 | Discuss in detail the different theories of emotions. | (10) |
| 9 | Elucidate the reasons for resistance to change and how to manage it. | (10) |
| 10 | Discover the Employee Wellness Program with the help of some employee wellness initiatives that can be adopted in a workplace. | (10) |

PART C*Compulsory question. This question carries 20 marks*

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| 11 | A social media post was seen wherein a CEO of a mid-size company had shared one of his hiring experiences - he had taken an uprightly emotional decision choosing not to go by the book. It so happened that the CEO and the head of HR of the concerned company had interviewed a woman candidate. During the interview, while the woman was able to answer a few questions she faltered on a few others. It was evident that she | (20) |
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was not in the right frame of mind. When the CEO asked her whether there was a problem, she broke down and admitted that she was ill prepared for the interview. She had spent the last few days attending to her mother who was unwell, but had appeared for the interview anyway because she desperately needed the job. The HR head did what he thought was 'right'. He asked her to leave as it was unprofessional to appear for an interview unprepared, and the emotional outburst was certainly quite unbecoming. However, the CEO intervened and asked the candidate to wait. He went through her resume and found it to be quite impressive. A few minutes later, he asked the woman to return home and take care of her mother. The CEO communicated to her that her candidature would be considered and a response would be given to her in a few days. Surprisingly, the CEO later decided to hire her and she turned out to be a good performer. The CEO claims to have taken an emotional decision - trying to understand the situation the candidate was in and giving her another chance. The decision may also be seen as the outcome of better business sense prevailing after finding her resume to be interesting and impressive.

1. Analyze the HR head right on his part?
2. Dissect the possibility of giving her a second chance while sympathizing with her situation?
3. Critique his decision – Was it abrupt or too quick?
4. How do you analyze this situation?
