

(Following Paper ID and Roll No. to be filled in your Answer Books)

Paper ID : 199421

Roll No.

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B.TECH.

Theory Examination (Semester-IV) 2015-16

INDUSTRIAL PSYCHOLOGY

Time : 3 Hours

Max. Marks : 100

Section-A

Q.1. Attempt all parts. All parts carry equal marks. Write answer of each part in short. (2×10=20)

- (a) What is Industrial Psychology and its significance in modern world?
- (b) Define organizational culture and its significance in modern world.
- (c) Define "apprenticeship training".
- (d) What is Maslow's need hierarchy theory?
- (e) What is performance evaluation process?

- (f) Discuss the different factors which influence the job satisfaction.
- (g) Discuss two factors theory of Herzberg.
- (h) How "Sensitivity Training" increases productivity in workplace?
- (i) How normal leader become great leader?
- (j) How do you address the causes of conflicts?

Section-B

Q.2. Attempt any five questions from this section.

(10×5=50)

- (a) Discuss various causes of stress. Explain in details.
- (b) What are the consequences of satisfaction and dissatisfaction at work place?
- (c) What are the different types of organizational culture?
- (d) Define fatigue with example.
- (e) Discuss recruitment. Also discuss the need of recruitment and explain difference sources of recruitment.

- (f) How selection is different from recruitment process?
What is the objective behind selection?
- (g) How management evaluate the effectiveness of training program?
- (h) How Straight Ranking Method is different from Graphic Rating Scale method?

Section-C

Note: Attempt any two questions from this section.

(15×2=30)

- Q.3. (a) What is on-the-job training? Differentiate between On-the-job and Off-the-job Training.
- (b) Discuss aims and objectives of time study. Explain with the support of Time Study procedure.
- Q.4. (a) Briefly describe the experiments conducted at the Hawthorne plant of General Electric Company, Chicago.
- (b) How contributions of scientific management result in the development of industrial psychology?

- Q.5. (a) How management evaluate the performance of employees? Discuss modern techniques of performance management.
- (b) Whats is MBO? Explain MBO with its process.

