

BACHELOR OF ARTS (PSYCHOLOGY)

Term-End Examination

June, 2012

00572

**BPCE-015 : INDUSTRIAL AND ORGANIZATIONAL
PSYCHOLOGY**

Time : 2 hours

Maximum Marks : 50

Note : Attempt any five questions. Each question is to be answered in about 500 words. All questions carry equal marks.

1. Trace the historical perspective of industrial and organizational psychology. **10**

2. Elucidate the concept of work stress. How does work stress affect performance ? **5+5=10**

3. Define Human Resource Management. What are the primary responsibilities associated with HRM ? **2+8=10**

4. Write short notes on *any two* of the following : **5+5=10**
 - (a) Factors leading to work force diversity
 - (b) Total Quality Management
 - (c) An ideal HRD climate

5. Define Attitude. Explain the Behaviour Intention model with reference to attitude. 3+7=10

 6. Discuss the characteristics, purpose and significance of psychological tests in industry. 10

 7. Define performance appraisal. Discuss the major components of performance appraisal system. 2+8=10

 8. Write short notes on *any two* of the following : 5+5=10
 - (a) Social Learning Theory
 - (b) Functions of a manager
 - (c) Behaviour management

 9. Discuss critically the theory of reinforcement in an organization. 10

 10. Delineate the different factors that may lead to accidents in industries. 10
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