

BACHELOR'S DEGREE PROGRAMME (BDP)

(B.A. PSYCHOLOGY)

01198 Term-End Examination

June, 2015

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

Time : 2 hours

Maximum Marks : 50

Note : All sections are compulsory.

SECTION A

*Note : Answer any two of the following questions in
about 500 words each : 2×10=20*

1. Discuss the role of scientific management in the evolution of Industrial/Organizational Psychology. 10
2. Define performance appraisal. Discuss the main components and criteria of performance appraisal. 3+7=10
3. Define stress. Discuss the organizational factors that contribute to stress. 3+7=10
4. What do you mean by an accident ? Elucidate the psychological strategies to reduce accidents. 3+7=10

SECTION B

Note : Answer any **four** of the following questions in about 300 words each : $4 \times 6 = 24$

5. Define job analysis. Give a brief account of the techniques to conduct job analysis. $2+4=6$
6. Discuss the various roles and functions of a manager. 6
7. Describe all the steps in team building. 6
8. What is emotional labour ? How does it affect a worker's performance ? $2+4=6$
9. What is shift work ? What are its effects on workers ? $2+4=6$

SECTION C

Note : Write short notes on any **two** of the following
in about 100 words each : 2×3=6

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|------------------------------|---|
| 10. Organizational Behaviour | 3 |
| 11. Motives | 3 |
| 12. Total Quality Management | 3 |
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