

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 |
|---|----------------------------------------------------------------------------------------------------------|-------|
| 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.*

- |   |                                                                                                                                                                   |      |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 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.*

- |   |                                                                              |     |
|---|------------------------------------------------------------------------------|-----|
| 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)

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