

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Eighth semester B.Tech degree examinations, September 2020

Course Code: MP469**Course Name: Industrial Psychology & Organisational Behaviour**

Max. Marks: 100

Duration: 3 Hours

PART A*Answer any three full questions, each carries 10 marks.*

Marks

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| 1 | a) What are the areas of application of psychology? | 4 |
| | b) Explain the factors affecting individual differences. | 6 |
| 2 | a) Explain the environmental factors affecting human intelligence. | 5 |
| | b) Briefly explain various cognitive abilities of human being. | 5 |
| 3 | Explain any five types of thinking. | 10 |
| 4 | a) Explain different personality traits. | 5 |
| | b) Describe human memory. | 5 |

PART B*Answer any three full questions, each carries 10 marks.*

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|---|--|---|
| 5 | a) What is the definition of organizational behaviour? | 2 |
| | b) Explain the behaviour science disciplines that contribute to Organizational behaviour. | 8 |
| 6 | a) How can organizations manage diversity effectively? | 5 |
| | b) How do we measure job satisfaction? | 5 |
| 7 | a) What are the functions and process of communication? | 5 |
| | b) Briefly explain social system and its elements. | 5 |
| 8 | a) What are the communication differences between downward, upward, and lateral communication? | 6 |
| | b) What are some common barriers to effective communication? | 4 |

PART C*Answer any four full questions, each carries 10 marks.*

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| 9 | Explain various leadership styles | 10 |
| 10 | a) In what ways can leaders create ethical organizations? | 5 |
| | b) How is leadership different from power? | 5 |

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| 11 | a) What are the similarities and difference between self-determination theory and goal setting theory? | 4 |
| | b) Explain Maslow's hierarchy of needs. | 6 |
| 12 | a) How can cohesiveness and diversity support group effectiveness? | 5 |
| | b) What are the strength and weakness of group decision making? | 5 |
| 13 | Describe the factors that resist the change in an organization. | 10 |
| 14 | a) Briefly explain the steps involved in organisational development process. | 6 |
| | b) List out the characteristics of organisational development. | 4 |