

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Eighth Semester B.Tech Degree Supplementary Examination October 2022 (2015 Scheme)

**Course Code: MP469****Course Name: Industrial Psychology and Organizational 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) Explain any five specialities within psychology. | 5 |
| | b) Explain the factors affecting individual differences. | 5 |
| 2 | a) How is Genetics an important factor in study of human behaviour? | 5 |
| | b) Explain the environmental factors affecting human intelligence. | 5 |
| 3 | a) Briefly explain different personality traits. | 5 |
| | b) What is critical thinking? How will you improve critical thinking ability? | 5 |
| 4 | a) Explain information-processing theory in memory. | 5 |
| | b) What are the basic elements of thought? Explain. | 5 |

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

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|---|---|---|
| 5 | a) Define organizational behaviour. | 2 |
| | b) Explain major science disciplines that contribute to organizational behaviour. | 8 |
| 6 | a) How can organizations manage diversity effectively? | 4 |
| | b) Developing Organizational behaviour model, explain 3 different variables at 3 different levels. | 6 |
| 7 | a) What are the differences between downward, upward, and lateral communication? | 6 |
| | b) What are the functions of communication in an organization? | 4 |
| 8 | a) What are some common barriers to effective communication? | 5 |
| | b) Explain the important factors to be considered, while communicating with people from different Culture | 5 |

PART C

Answer any four full questions, each carries 10 marks.

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| 9 | a) Differentiate between intrinsic motivation and extrinsic motivation | 6 |
| | b) Explain hygiene factors and motivators in Herzberg's theory of motivation. | 4 |
| 10 | a) 'Motivation is extremely important in organization'. Critically examine this statement. | 4 |
| | b) Explain Maslow's Hierarchy of Needs | 6 |
| 11 | a) Explain the various styles of leadership and its features | 6 |
| | b) Differentiate between Leadership and management | 4 |
| 12 | a) Explain situational leadership | 5 |
| | b) What is group Dynamics? What are the two types of groups? | 5 |
| 13 | a) Explain Kotter's Change management model | 5 |
| | b) What are the strength and weakness of group decision making? | 5 |
| 14 | a) Describe the types of resistance to change and its implication in an organisation. | 5 |
| | b) How to develop ethical culture in an organization? | 5 |
