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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

B.Tech

SEM: V - THEORY EXAMINATION (2024 - 2025)

Subject: Industrial Psychology

Time: 3 Hours

Max. Marks: 100

**General Instructions:***IMP: Verify that you have received the question paper with the correct course, code, branch etc.**1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.**2. Maximum marks for each question are indicated on right -hand side of each question.**3. Illustrate your answers with neat sketches wherever necessary.**4. Assume suitable data if necessary.**5. Preferably, write the answers in sequential order.**6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.***SECTION-A**

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1. Attempt all parts:-

- 1-a. Identify the approach that has major influence on Industrial Psychology. (CO1, K2) 1
- (a) Scientific Management Approach
- (b) Human Relations Approach
- (c) Both 1 and 2
- (d) None of these
- 1-b. The technique concerned with fixing standards for everything is known as \_\_\_\_\_ . (CO1, K2) 1
- (a) Time Study
- (b) Functional Foremanship
- (c) Standardisation of Work
- (d) Work Study
- 1-c. Identify the non-monetary incentives which are generally used in organizations. (CO2, K2) 1
- (a) Status
- (b) Job Enrichment
- (c) Empowerment
- (d) All of the above
- 1-d. According to McGregor, the assumption that the average human being has an 1

inherent dislike of work is a part of \_\_\_\_\_. (CO2, K1)

- (a) Theory X
- (b) Theory Y
- (c) Both Theory X and Theory Y
- (d) None of the above

1-e. The state of dissatisfaction and low arousal that occurs when employee feels underchallenged is \_\_\_\_\_. (CO3, K2) 1

- (a) Boredom
- (b) Anxiety
- (c) Stress
- (d) None of the above

1-f. Job enrichment can be described as \_\_\_\_\_. (CO3, K2) 1

- (a) assigning workers additional work at the same level
- (b) redesigning jobs to increase opportunities for responsibility
- (c) moving workers from one job to another
- (d) focusing workers on highly specialised jobs

1-g. The benefits of training to the workers are \_\_\_\_\_. (CO4, K2) 1

- (a) Increased skills
- (b) High Productivity
- (c) Increased Mobility
- (d) All of the above

1-h. The factors that shape the culture of a workgroup or an organization include \_\_\_\_\_. (CO4, K2) 1

- (a) Structure and size
- (b) Leadership
- (c) Nature of Business
- (d) All of these

1-i. Identify the statement which is true about Principles of Management. (CO5, K2) 1

- (a) The principles of management are in a continuous process of evolution
- (b) The principles of management have evolved
- (c) The principles of management have not evolved
- (d) None of the above

1-j. The four major functions of management are \_\_\_\_\_. (CO5, K1) 1

- (a) Creating, Perceiving, Dynamics, Objecting
- (b) Organizing, Producing, Directing, Controlling
- (c) Planning, Organizing, Directing, Controlling
- (d) None of the above

2. Attempt all parts:-

2.a.	List down the issues covered by Industrial Psychology. (CO1, K2)	2
2.b.	Define "Group Dynamics". (CO2, K1)	2
2.c.	State the causes of Boredom. (CO3, K2)	2
2.d.	Identify the first step of Training process. (CO4, K2)	2
2.e.	Describe the term 'Co-ordination'. (CO5, K2)	2

## **SECTION-B**

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3. Answer any five of the following:-

3-a.	Discuss the "Human relations approach" and its implications. (CO1, K2)	6
3-b.	Discuss the nature and Scope of 'Industrial Psychology'. (CO1, K2)	6
3-c.	Illustrate Tuckman's model of Team development. (CO2, K3)	6
3-d.	Analyze the dimensions of an Organisational Culture. (CO2, K4)	6
3.e.	Enumerate various safety measures adopted by Organizations to prevent accidents. (CO3, K2)	6
3.f.	Critically evaluate Herzberg's Two Factor Theory in the light of modern organizations. (CO4, K4)	6
3.g.	Describe the qualities of an efficient manager. Give examples to support your answer. (CO5, K2)	6

## **SECTION-C**

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4. Answer any one of the following:-

4-a.	Analyze the impact of 'Hawthorne experiments' on Industrial Psychology. (CO1, K4)	10
4-b.	Explain the Techniques of Scientific Management. (CO1, K2)	10

5. Answer any one of the following:-

5-a.	Describe different types of leaders with examples. (CO2, K2)	10
5-b.	Assess the causes of stress at workplace and suggest stress management techniques to improve efficiency at workplace. (CO2, K4)	10

6. Answer any one of the following:-

6-a.	Illustrate the process of Selection in detail. (CO3, K3)	10
6-b.	Describe the methods used to collect Job Analysis information. (CO3, K2)	10

7. Answer any one of the following:-

7-a.	Identify causes of Resistance to Change and suggest ways to overcome them. (CO4, K3)	10
7-b.	Describe the different methods of Training & Development. (CO4, K2)	10

8. Answer any one of the following:-

8-a.	Describe in detail the decision making process in context of Managerial decision making. (CO5, K2)	10
8-b.	Explain all the steps involved in Controlling function. in detail. (CO5, K2)	10