

ST. JOSEPH'S EVENING COLLEGE (AUTONOMOUS)

VI SEMESTER B.A. [EJP] EXAMINATIONS - APRIL 2019

PSYCHOLOGY AT THE WORKPLACE

Duration: 2.5 Hours

Max. Marks: 70

SECTION - A

- I) Choose the right answer for the following from the alternatives. Answer ALL the questions. (10x1=10)**
1. _____ is a field of study that investigates the impact that individual groups and structure have on behavior within organization.
A. Organizational Behavior B. Abnormal Behavior
C. Social Behavior D. Developmental Behavior
 2. _____ refers to the application of the methods, facts and principles of the science of psychology to people at work.
A. Social Psychology B. Industrial Psychology
C. Health Psychology D. Developmental Psychology
 3. The model that shows a way of organising people so there are clear relationships from top to bottom of the organization chart is _____.
A. Behavioral Model B. Potter-Lawler Model
C. Bureaucratic Model D. Ecological Model
 4. The process of dividing work into smaller units and their regrouping into bigger units on the basis of the similarity of features is known as _____.
A. Departmentation B. Centralization
C. Socialization D. Decentralization
 5. _____ is one of the modern organization designs.
A. Matrix B. Level
C. Project D. Network
 6. ERG theory can be expanded as:
A. Enter, Role, Group B. Existence, Relatedness, Growth
C. Evolve, Rest, Grip D. Establish, Rate, Gross
 7. _____ is also known as Work/Task Design.
A. Job Design B. Network Design
C. Social Design D. Power Design
 8. The process of information flowing from the lower levels of a hierarchy to the upper levels is termed as _____.
A. Downward Communication B. Lateral Communication
C. Neutral Communication D. Upward Communication
 9. A leadership style in which leaders take all the decisions and tells followers what to do is _____.
A. Democratic Leadership B. Authoritarian Leadership
C. Neutral Leadership D. Transactional Leadership

10. The _____ approach to leadership concentrates on the idea that great leaders are born with the given abilities and not learned ability.
A. Type B. Lateral
C. Trait D. Neutral

SECTION - B

II) Answer any FIVE of the following questions. (5x2=10)

11. Differentiate between centralization and decentralization.
12. What is work motivation?
13. Give two examples of informal communication.
14. State the meaning of democratic leadership with an example.
15. What is job rotation?
16. Name any four methods of organizational communication.
17. What is transactional leadership?

SECTION - C

III) Write any FOUR of the following questions. (4x5=20)

18. Individual differences at the workplace.
19. Classical organizational theory.
20. Manifest need theory.
21. Non-verbal communication.
22. Two factor theory of motivation.
23. Role of a leader.

SECTION - D

IV) Answer the following questions. (2x15=30)

24. What is an organizational design? Elaborate on the modern organizational designs with relevant examples.

OR

25. Sketch the characteristics of Vroom Expectancy Theory and Potter- Lawler Model of work motivation.
26. Expand on the importance of communication at the workplace and how do groups overcome communication barriers.

OR

27. "In a world of progressive economy there is a rise of behavioral approaches to leadership". Explain with significant examples the importance of Michigan and Ohio studies.