

Roll No.....

Total No. of Questions : 08]

[Total No. of Pages : 02

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MAY 2008

M.Tech. (Sem. - 1st)

INDUSTRIAL PSYCHOLOGY (IE - 509)

Time : 03 Hours

Maximum Marks : 100

Instruction to Candidates:

- 1) Attempt any **Five** questions.
- 2) All questions carry equal marks.

Q1) Is the conflict always dysfunctional? Explain some of the situations where the managers stimulate conflict to stimulate the performance. Discuss some techniques useful in the management of conflict.

Q2) Explain some of the individual related characteristics that affect his performance on the job. Which biographical characteristics best predict productivity, absenteeism, employee turnover and satisfaction?

Q3) (a) "In this world of increasing competition organizations have to expect the best from their employees but without raising stress levels". Explain the negative results of stress and how the organizations can overcome these negative effects?

(b) Explain the factors that effect the attitude of an individual towards the organization in which he works. What should be done to change a negative attitude?

Q4) What is job satisfaction? How it can be measured? How does it affect the employee performance? How does the employee express their job dissatisfaction?

Q5) What is stress? Explain the physiological, psychological and behavioral symptoms of stress. Explain some individual and organizational approaches to manage stress.

Q6) Explain the following :

- (a) Workspace envelope.
- (b) Effect of high and low temperature on human performance.

Q7) (a) Explain the terms job enlargement and job enrichment. How does these effect the job satisfaction of an employee?

- (b) Explain the impact of rapid technological developments on the job profile of individuals and organizational structure.

Q8) Describe the theories of motivation by Maslow, Herzberg and Vroom. What are the implications of these theories for the practicing managers?

