



BRAINWARE UNIVERSITY

Term End Examination 2018 - 19

Programme – Bachelor of Business Administration

Course Name – Organisational Psychology

Course Code – BBA606H

(Semester – 6)

Time allotted:3 Hours

Full Marks : 70

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*
 - (i) Which is not a dimension in Maslow's Hierarchy of Needs?
 - a. Ego
 - b. Physiological
 - c. Safety
 - d. Esteem
 - (ii) The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically is termed as :
 - a. Intelligence Quotient
 - b. Emotional Quotient
 - c. Both a and b
 - d. None of the above
 - (iii) Which of the following disciplines of psychology is the study of paranormal and psychic phenomena, including telepathy, precognition, clairvoyance, psychokinesis, near-death experiences, synchronicity, reincarnation, apparitional experiences, and other paranormal claims?
 - a. Clinical Psychology
 - b. Forensic Psychology
 - c. Cognitive Psychology
 - d. Parapsychology
 - (iv) Which of the following are ways of achieving work-life balance?
 - a. Prioritise work tasks
 - b. Establish Boundaries
 - c. Both a and b
 - d. None of the above
 - (v) Which of the following are barriers for effective communication?
 - a. Lack of Eye Contact
 - b. Lack of Credibility
 - c. Both a and b
 - d. None of the above
 - (vi) Which of the following are uses of Job Analysis?
 - a. Human Resource Planning
 - b. Recruitment and Selection
 - c. Training and Development
 - d. All of the above

- (vii) The needs for achievement, power and affiliation are part of whose theory?
- | | |
|-------------|------------------|
| a. Herzberg | b. McClelland |
| c. Vroom | d. None of these |
- (viii) Work attitudes can be reflected in an organization through :
- | | |
|---------------------|------------------------------|
| a. Job Satisfaction | b. Organisational Commitment |
| c. Both a and b | d. None of the above |
- (ix) Which is the first stage in the five stage group formation model?
- | | |
|------------|---------------|
| a. Norming | b. Storming |
| c. Forming | d. Performing |
- (x) Groups that are established by organizations to achieve some specific objectives are defined as :
- | | |
|--------------------|--------------------|
| a. Formal Groups | b. Informal groups |
| c. Pressure Groups | d. Interest Groups |

Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

- | | |
|---|---|
| 2. Explain the concept of Work- Life Balance | 5 |
| 3. Differentiate between Intelligence Quotient and Emotional Quotient | 5 |
| 4. Differentiate between Formal Groups and Informal Groups | 5 |
| 5. Discuss 'Prejudice'. | 5 |
| 6. Elucidate upon Alderfer's ERG Theory. | 5 |

Group – C

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

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|---|----|
| 7. (a) Briefly describe Employee Engagement. | 5 |
| (b) Enumerate some strategies that can be taken by organizations to enhance employee engagement | 10 |
| 8. Enumerate some important strategies for team building in an organization. | 15 |
| 9. Explain in brief Vroom's Expectancy Theory. | 15 |
| 10. Explain in brief Herzberg's Motivation- Hygiene Theory | 15 |
| 11. Define Psychology and Explain in brief about the different branches of Psychology. | 15 |