

[4]

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|-----|---|----------|-------------|
| Q.4 | i. Describe the role of occupational psychology in employee selection. How does it help organizations in choosing the right candidates? | 4 | 4 4 3 |
| | ii. What do you mean by human engineering. Discuss importance of design of environment work in industrial psychology. | 6 | 3 4 3 |
| OR | iii. Explain how occupational psychology can aid in solving workplace conflicts. What techniques are commonly used? | 6 | 4 4 3 |
| Q.5 | i. Discuss the concepts of reliability and validity in psychological testing and explain why both are essential for effective psychological assessments. | 4 | 3 3 4 |
| | ii. Describe the utility and reliability of psychological testing in the workplace and provide two examples of how it can be used effectively in organizational settings. | 6 | 4 3 4 |
| OR | iii. Explain three types of validity in psychological testing and why each is important in ensuring effective testing outcomes. | 6 | 3 3 4 |
| Q.6 | i. Define the concepts of efficiency and effectiveness in the workplace and explain how both contribute to industrial efficiency. | 4 | 3 4 5 |
| | ii. Define job satisfaction and explain its relation to stress management and employee well-being. How can organizations promote job satisfaction among their employees? | 6 | 3 4 5 |
| OR | iii. Discuss the importance of rest pauses in managing fatigue and maintaining efficiency at work. Provide examples of how rest pauses can enhance performance. | 6 | 4 4 5 |

Total No. of Questions: 6

Total No. of Printed Pages: 4

Enrollment No.....



**Faculty of Management Studies
End Sem Examination Dec 2024**

**MS3EH05 Industrial & Organizational Psychology
Programme: BBA Branch/Specialisation: Management**

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

Marks	BL	PO	CO	PSO
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|-----|--|----------|-------------|
| Q.1 | i. Which of the following is a primary function of Industrial Psychology?
(a) Disciplining employee
(b) Recruitment and employee selection
(c) Marketing research
(d) Customer service | 1 | 1 4 1 |
| | ii. Industrial Psychology primarily focuses on which of the following areas-
(a) Improving physical health of employees.
(b) Understanding and improving workplace behaviour and productivity.
(c) Providing medical treatment for workplace injuries.
(d) Managing organizational finances. | 1 | 1 3 1 |
| | iii. Situational variables affecting behavior include-
(a) An individual's self-esteem
(b) A person's emotional intelligence
(c) An organization's work environment
(d) Genetic factors | 1 | 1 5 2 |

	[2]		[3]
iv. How does training impact individual differences in the workplace?		1 1 1 2	ix. In a work curve, which stage is typically associated with increased productivity before reaching a plateau?
(a) It amplifies individual differences.			(a) Learning stage
(b) It helps reduce performance gaps among employees.			(b) Decline stage
(c) It decreases employee motivation.			(c) Rest pause stage
(d) It prevents personality differences.			(d) Fatigue stage
v. Occupational psychology primarily focuses on-	1	1 1 3	x. Which of the following is a recommended method for managing work-related stress?
(a) Behavior in social situations outside of work.			(a) Increasing working hours
(b) Studying individual behavior in educational institutions.			(b) Avoiding communication with team members
(c) Understanding family dynamics and interpersonal relationships.			(c) Practicing mindfulness and relaxation techniques
(d) Analyzing job satisfaction and motivation in the workplace.			(d) Setting unrealistic goals
vi. Which of the following is NOT a primary area of focus in occupational psychology?	1	1 3 3	Q.2 i. Define industrial psychology and explain its main objectives.
(a) Employee selection			ii. Identify and discuss the limitations of industrial psychology, and explain their impact on the effectiveness of its application.
(b) Training and development			OR iii. Elaborate the main functions and activities involved in industrial psychology?
(c) Consumer buying behavior			
(d) Performance appraisal			
vii. In the context of psychological testing, which term describes the consistency of test results over time?	1	1 3 4	Q.3 i. Explain the role of situational variables in influencing individual behavior. Provide an example to support your answer.
(a) Validity			ii. Explain how training can affect individual differences in the workplace and discuss its potential impact on performance and behavior.
(b) Reliability			OR iii. Discuss the basis of individual differences. Highlight the factors that contribute to these differences in behavior.
(c) Utility			
(d) Objectivity			
viii. Which type of validity assesses whether a test accurately measures the intended concept or construct?	1	1 2 4	
(a) Predictive Validity			
(b) Concurrent Validity			
(c) Construct Validity			
(d) Content Validity			

Marking Scheme

MS3EH05 (T) Industrial & Organizational Psychology (T)

Q.1	i) B) Recruitment and employee selection	1	
	ii) B) Understanding and improving workplace behavior and productivity.	1	
	iii) C) an organization's work environment	1	
	iv) B) It helps reduce performance gaps among employees.	1	
	v) D) Analyzing job satisfaction and motivation in the workplace.	1	
	vi) C) Consumer buying behavior	1	
	vii) B) Reliability	1	
	viii) C) Construct Validity	1	
	ix) A) Learning stage	1	
	x) C) Practicing mindfulness and relaxation techniques	1	
Q.2	i. Definition of Industrial Psychology (1 mark)	4	
	Explanation of objectives (3 marks)		
ii.	limitations of Industrial Psychology (3 marks)	6	
	impact the effectiveness of its practices. (3 marks)		
OR	iii. main functions (3 marks)	6	
	Activities (3 marks)		
Q.3	i. Definition of situational variables (1 mark)	4	
	Explanation of how situational variables impact behavior (2 marks)		
	Relevant example (1 mark)		
ii.	Effect of training on individual difference (3 marks)	6	
	Potential impact on performance (1.5 marks)		
	Potential impact on behaviour (1.5 marks)		
OR	iii. Basis of individual differences (1 mark)	6	
	Explanation (2 marks)		
	Contributing factors (3 marks)		
Q.4	i. Definition and role of occupational psychology in selection (2 marks)	4	
	Benefits of using psychology-based selection for organizations (2 mark)		
ii.	Human Engineering (3 mark)	6	

OR	iii.	Importance of design of environment work (3 mark)	
		Explanation of occupational psychology's role in conflict resolution (2 marks)	6
		Common techniques (e.g., mediation, communication training) (3 marks)	
		Benefits of conflict resolution for workplace harmony (1 mark)	
	i.	Definition of reliability (1 mark)	4
		Definition of validity (1 mark)	
		Explanation of why reliability is essential (1 mark)	
		Explanation of why validity is essential (1 mark)	
	ii.	utility in psychological testing (2 marks)	6
		Reliability of psychological testing (2 marks)	
		Example (2 marks)	
		Each type of validity explain with importance (2+2+2 marks)	6
	i.	Definition of efficiency (1 mark)	4
		Definition of effectiveness (1 mark)	
		Explanation of how efficiency contributes to industrial (2 mark)	
	ii.	Definition of job satisfaction (1.5 marks)	6
		Explanation of the relationship between job satisfaction, stress management, and well-being (2 marks)	
		Methods organizations can use to promote job satisfaction (2.5 marks)	
	OR	iii. Importance purpose of rest pauses (3 marks)	6
		Example (3 marks)	
