



**WEST BENGAL STATE UNIVERSITY**  
B.A./B.Sc. Honours/Programme 4th Semester Examination, 2021

**PSYHGEC04T/PSYGCOR04T-PSYCHOLOGY (GE4/DSC4)**

Time Allotted: 2 Hours

Full Marks: 40

*The figures in the margin indicate full marks.  
Candidates should answer in their own words and adhere to the word limit as practicable.  
All symbols are of usual significance.*

1. Write any **four** out of six questions: 5×4 = 20
  - (a) What are the qualities of an effective leader? Explain briefly.
  - (b) Write in short about Herzberg's theory of motivation.
  - (c) List out the factors affecting communication process.
  - (d) Write in short about history of industrial psychology.
  - (e) Write a short note on early approaches of leadership.
  - (f) Explain ERG theory of work motivation.
  
2. Attempt any **two** out of four questions: 10×2 = 20
  - (a) Briefly discuss about Maslow's theory of work motivation.
  - (b) Write in detail about the causes of job satisfaction.
  - (c) Describe the different communication networks found in different organizations.
  - (d) Write the definition of industrial/organizational psychology and summarize its historical developments.

**N.B. :** *Students have to complete submission of their Answer Scripts through E-mail / Whatsapp to their own respective colleges on the same day / date of examination within 1 hour after end of exam. University / College authorities will not be held responsible for wrong submission (at in proper address). Students are strongly advised not to submit multiple copies of the same answer script.*

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