

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**BSc DEGREE EXAMINATION DECEMBER 2022  
(Sixth Semester)**

Branch – **PSYCHOLOGY**

**INDUSTRIAL PSYCHOLOGY**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks

(10 x 1 = 10)

- 1 Which branch of psychology is the study of people at work in industry and business.
 

(i) Industrial Psychology	(ii) Sports Psychology
(iii) Counselling Psychology	(iv) Military Psychology
- 2 What means the extent to which the employee has satisfaction with his / her job, his immediate supervisor and the company?
 

(i) Employee Turnover	(ii) Employee Satisfaction
(iii) Employee Morale	(iv) Employee Transfer
- 3 Name the person behind Obedience to Authority study.
 

(i) Asch	(ii) Zimbardo
(iii) Festinger	(iv) Milgram
- 4 Which of the following is not a part of the famous Hawthorne studies?
 

(i) Illumination experiment	(ii) Conformity experiment
(iii) Relay room experiment	(iv) Bank Wiring Room study
- 5 Name the continuing tendency of a person to have accidents as a result of his stable and persisting characteristics.
 

(i) Accident Claim	(i) Accident Safety
(iii) Accident Proneness	(iv) Accident Insurance
- 6 Which of the following is not a need of training
 

(i) Empathy	(ii) Production
(iii) Upgrading	(iv) Satisfaction
- 7 Tell the meaning of the Latin term, "Communis".
 

(i) Communal	(ii) Commencement
(iii) Common	(iv) Carnival
- 8 Which of the following is a barrier to effective communication?
 

(i) Pygmalion effect	(ii) Roshomon Effect
(iii) Raman Effect	(iv) Halo Effect
- 9 Which model of leadership makes use of Least Preferred Coworker Test?
 

(i) Reddin 3 D Theory	(ii) Fiedler Contingency model
(iii) Abad's Model	(iv) none of these
- 10 Which of the following is / are the sources of conflict?
 

(i) Communication	(ii) Structure
(iii) Personal variables	(iv) All of these

**Cont...**

**SECTION - B (35 Marks)**

Answer **ALL** Questions

**ALL** Questions Carry **EQUAL** Marks

(5 x 7 = 35)

11 a Bring out the concept of job analysis.

OR

b State the meaning of organizational control.

12 a Explain the mass interviewing programme.

OR

b Explain the bank wiring room study.

13 a Outline the basic concept and uses of Application Blank.

OR

b Summarize the various interviewing techniques.

14 a Compare verbal communication and non verbal communication.

OR

b Describe the cross cultural perspective on negotiation styles.

15 a Outline the various sources of conflict.

OR

b Explain the nature of leadership.

**SECTION - C (30 Marks)**

Answer any **THREE** Questions

**ALL** Questions Carry **EQUAL** Marks

(3 x 10 = 30)

16 Elucidate the process and methods of job evaluation.

17 Examine Milgram's Obedience to Authority Study.

18 Summarize the various causes of accidents.

19 Outline the nature and significance of negotiation skills.

20 Show the various approaches to conflict management.

Z-Z-Z

END