Final Examination - Semester II AY 2014-2015
Course Code: BAHR 2102 Course Title: Psychology at work

Student Name
Student ID No.
Section

General Directions
- All the questions are compulsory and must be answered.
- Use pen only for writing answers.
- Observe correct spelling.
- Double answers will not carry any marks.

Level: Diploma II Year (Human Resource Management)
Day and Date: Wednesday 15 April 2015
Time: 12:00 noon – 02:00 pm

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<tr>
<th>Type of Questions</th>
<th>Allocated Marks</th>
<th>Secured Marks</th>
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<td>I. True or False</td>
<td>08</td>
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<td>II. Multiple Choice</td>
<td>08</td>
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<td>III. Word Identification</td>
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<td>IV. Short Answers</td>
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<td>V. Essay and Analytical</td>
<td>14</td>
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<td>TOTAL</td>
<td>50</td>
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Total Secured Marks in Words

Marked by: Sangeetha.TR
Verified by:

Signature:
Signature:

Date:
Date:
I. TRUE OR FALSE  
(08 X 01 = 08 Marks)

*Please write the word true if the statement is correct and the word false if the statement is incorrect.*  
*(Suggested Time: 10 Minutes)*

<table>
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<tr>
<th>S.No</th>
<th>Statements</th>
<th>Answer</th>
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<tr>
<td>1.</td>
<td>According to Abraham Maslow, not all needs become weaker as they get satisfied.</td>
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<td>2.</td>
<td>Cognitive psychology compares the functioning of human mind to a computer.</td>
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<td>3.</td>
<td>Albert Bandura believes that human functioning is a product of interaction between environment and heredity.</td>
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<td>4.</td>
<td>Mnemonics refers to a learning technique in which ideas are represented in graphical or pictorial form.</td>
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<td>5.</td>
<td>Psychologists believe that the study of animal behavior can lead to deeper understanding of human behavior.</td>
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<td>6.</td>
<td>Physiology is a scientific study of human mind and behaviour.</td>
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<td>7.</td>
<td>Anything that tells an employee about desired and undesired behaviours and their consequences plays a supporting role in operant conditioning.</td>
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<td>8.</td>
<td>Industrial - Organizational psychology focuses on treating mental disorders of employees working in organizations.</td>
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II. MULTIPLE CHOICE  
(08 X 01 = 08 Marks)

*Choose the most appropriate answer and write the letter of the chosen answer in the box.*  
*(Suggested Time: 20 Minutes)*

1. The branch of psychology that researches on variety of mental illness of human beings:

   a. Abnormal psychology  
   b. Comparative psychology  
   c. Forensic psychology  
   d. Clinical psychology  

   d. Clinical psychology
2. Forming a favourable attitude on a person, based upon the group to which he belongs to,
   a. Prejudice
   b. Halo effect
   c. Stereotyping
   d. None of the above

3. Which of the following statement is incorrect about perception?
   a. a supervisors perception of a high performing worker can influence his treatment on that worker
   b. Interpretation of reality differs among individuals
   c. Inaccuracy of perception has little to do in understanding individual behaviour
   d. Accurate perceptions are the basic for good decisions

4. If you have to choose a person for the position of engineer, which of the following intelligences would you look for, in him/her.
   a. Intrapersonal and visual spatial
   b. Visual spatial and mathematical
   c. Linguistic and mathematical
   d. Bodily kinaesthetic and interpersonal

5. In classical conditioning, an unlearned, natural reaction to an unconditioned stimulus is
   a. An unconditioned stimulus
   b. A conditioned stimulus
   c. A conditioned response
   d. An unconditioned response

6. Two ways to decrease the occurrence of undesired behaviours in an organization are:
   a. Extinction and punishment
   b. Extinction and negative reinforcement
   c. Positive and negative reinforcement
   d. Reinforcement and punishment
7. Which of the following psychological theory can be applied in the field of Recruitment and Selection?
   a. Maslow’s need hierarchy theory
   b. Skinner’s Operant conditioning theory
   c. Bandura’s Social Learning theory
   d. None of the above

8. According to Maslow’s theory, when safety needs are not satisfied, a person will be motivated by ____________ needs.
   a. Physiological
   b. Social
   c. Safety
   d. Self-actualisation

III. WORD IDENTIFICATION  
(04 X 01= 04 Marks)

*Identify and write the word(s) that best describes the statements given.*

*(Suggested Time: 5 Minutes)*

1. The type of learners who prefer to learn by writing or doing.  
_______________________________________

2. According to which field of psychology, human behaviour is influenced by physical and chemical activities happening in brain.  
_______________________________________

3. A learned, stable, and relatively enduring evaluation of a person or an idea  
_______________________________________

4. This refers to forming opinions on people based on one single character.  
_______________________________________
1. What is a psychometric test? Briefly describe four uses of psychometric tests. List any four types of psychometric tests. (1 + 2 +1 = 4 Marks)

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2. A. What causes job satisfaction to most employees? Write four (04) points. (2 Marks)
B. Briefly describe four (04) reasons on why job satisfaction is important for employees? (2 Marks)

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3. “Managers should know individual differences in behaviour and their impact on job performance” – Briefly describe eight individual differences in employee behaviour and their impact on job performance of employees, which managers should know. (4 Marks)
4. Describe “Big Five” theory of personality. Write one job suitable for each trait. (4 Marks)
V. ESSAY TYPE QUESTIONS  
(2 x 7 = 14 Marks)

State your main ideas/points clearly and limit them to the question. Explain it in your own words.  
(Suggested Time: 40 Minutes)

Question 1:

a. What is Organizational Citizenship?  
   (1 Mark)

b. Write five qualities of a good Organizational Citizen. Give suitable examples.  
   (5 Marks)

c. List four counterproductive behaviours of employees at work  
   (1 Mark)

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Question No 2:

a. Describe the role of Industrial Psychologist in an organization. (2 Marks)

b. Discuss five Psychological factors that affect individual behaviour. Write examples related to work place. (5 Marks)