

Register No.: Name.:

SAINTGITS COLLEGE OF ENGINEERING (AUTONOMOUS)

(AFFILIATED TO APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY, THIRUVANANTHAPURAM)

EVEN SEMESTER PHD EXAMINATION (R), MAY 2023**(2021 Scheme)****Course Code : 21MBA220****Course Name: Industrial Psychology****Max. Marks : 60****Duration: 3 Hours****PART A*****(Answer all questions. Each question carries 2 marks)***

1. Distinguish between internal pay of equity and external pay of equity.
2. Define Employee Engagement
3. Recall the concept role ambiguity.
4. Explain Matrix organization.
5. Recall the concept job stress

PART B***(Answer any 3 questions. Each question carries 10 marks)***

6. Explain performance appraisal system and elaborate its process with a view to empower and motivate employees in an organization.
7. Examine organizational commitment and various causes for low level organizational commitment
8. Discuss the different methods and techniques used for Job Analysis
9. Compare and contrast Charismatic leadership theory and Transformational Leadership theory. Illustrate with suitable examples
10. Discuss the scope and significance of socialization in the process of forming a group

PART C

(Compulsory question, the question carries 20 marks)

11. ABZ organization recruited twelve new employees. On the first day, the HR manager addressed the new recruits and explained to them about the company's operations, various facilities offered by the company, the dress code to be followed by employees, and the behavior expected of them. Then each new employee introduced himself/herself to the group. The induction program lasted till lunch. After lunch, the employees were taken on a guided tour in a company van to all the units of the company. The new employees were not assigned any work or given any training for the first two days and were encouraged to get to know one another, and informally learn about the company and its philosophy. On the first day, the employees were very formal and polite to each other. They exchanged their names and information about each other's educational background and previous work experience. On the second day, they discussed their views on various issues – national politics, international politics, social problems, changes in technology, pollution, business ethics and so on. If any person made any statement on any issue, the people who agreed with him spoke in his support. Most of the people who disagreed with him did not speak out. Even if they expressed their disagreement, they did not do it in a forceful manner and avoided arguments. After two days, the new employees were given training for a week and then they were assigned job duties and responsibilities. As they began to work, interaction among them increased. Some employees formed sub-groups. If differences in opinions arose on any issue, employees argued vehemently and were supported by their sub-group. After a few months, the employees became familiar with their work. They also realized the importance of cooperation and coordination in getting the work done smoothly. The employees also learnt the importance of listening. They tried to listen to their colleagues' views and understand their point of view. Therefore, the frequency of violent arguments reduced and the work environment improved. Each member of the group was able to express his views openly. The group took decisions only after considering the opinions of all the members. Since everybody participated in decision making and planning, the group had little difficulty in implementation. The group completed any project assigned to it successfully.

- a) The development of a group takes place in stages. Explain how the group developed in ABZ.

Marks (10)

- b) What is the type of group described in the above case? What are the different types of groups that are formed in organizations?

Marks (10)
