



Roll No.:.....

End Semester Examination, December 2024

Program: B.A. Hons Psychology

Semester V

COURSE TITLE: Organizational Psychology (SHPS331A)

Time: 2.5 hrs

Max Marks: 50

PART-A

Q.1 Answer any 5 out of the following 7 questions. Each question assesses your understanding of key concepts covered in the syllabus. (2 marks each)

(a) Define Organizational Behavior and briefly explain its scope. **[CO-1] [L-1]**

(b) Identify and discuss two challenges faced in managing Organizational Behavior.
[CO-1] [L-2]

(c) Explain how personality traits influence job satisfaction in the workplace. **[CO-2] [L-2]**

(d) Describe the concept of Emotional Intelligence and its relevance in organizational settings.
[CO-3] [L-2]

(e) Explain how perception can impact individual decision-making in an organization.
[CO-3] [L-3]

(f) Describe the stages of group development in Tuckman's model. **[CO-4] [L-2]**

(g) Differentiate between leadership and management with relevant examples. **[CO-5] [L-4]**

Total for Part-A: 10 marks (5x2)

PART-B

Note: Answer 1 question from each set. (10 marks each)

Question 2

a) Explain how biographical characteristics such as age, gender, and tenure can impact individual behavior in the workplace. Provide examples to support your answer. **[L-3] [CO-2]**

OR

b) Draft a recruitment profile for a customer service manager, including the competencies, skills, and personality traits necessary for the role. Reflect on how individual behavior factors like personality, attitude, and values influence the profile requirements. **[L-5] [CO-2]**

Question 3

- a) Describe Maslow's Hierarchy of Needs and discuss its application in motivating employees within an organization. [L-2] [CO-3]

OR

- b) Draft an outline for an emotional intelligence training session targeted at new team leaders in the organization. Specify core components of emotional intelligence and describe their relevance to decision-making and team leadership. [L-3] [CO-3]

Question 4

- a) Identify and explain the characteristics of effective teams in an organizational setting.

[L-4] [CO-4]

OR

- b) Create a team-building activity to support newly formed teams in progressing through the stages of group development. Describe the activity and its role in fostering group cohesion and effectiveness. [L-6] [CO-4]

Question 5

- a) Discuss any two contemporary leadership theories and how they address challenges in modern organizations. [L-4] [CO-5]

OR

- b) Imagine you are designing a leadership training module focusing on contemporary challenges such as remote management, diversity, and inclusion. Outline the module's key areas and explain how it would prepare leaders to address modern organizational challenges. [L-5] [CO-5]

Total for Part-B: 40 marks (4x10)