

Roll No: -----

**UNIVERSITY OF PETROLEUM
AND ENERGY STUDIES**



End Semester Examination – May, 2017

Program/course: BA (PPA)
Subject: Psychology
Code : BAPP122
No. of page/s: 2

Semester – II
Max. Marks : 100
Duration : 3 Hrs

Note: All the sections are compulsory. The answers must be concise and neatly presented.

Section: A

2 X 10 = 20

Q-1 to 10- Define the following terms

- Q-1. Emotional Intelligence
- Q-2. Attitude
- Q-3. Actor-observer Effect
- Q-4. Fundamental Attribution Error
- Q-5. Social Loafing
- Q-6. Illusion of truth
- Q-7. Legitimate Power
- Q-8. Brainstorming
- Q-9. Group Think
- Q-10. Coercive Power

Section: B

5 X 4 = 20

- Q-1. What are the factors that affect conformity in a group?
- Q-2. Discuss the advantages of group decision making.
- Q-3. Discuss the Trait model of Emotional Intelligence.
- Q-4. Write a short note on Milgram's study on Compliance with a comment on its implications.

Section: C

15 X 2 = 30

Q-1. What do you understand by leadership? Trace the development of theories of leadership, with an explanation of the contingency models.

Q-2. Discuss the cognitive processes underlying persuasion. How can resistance to persuasion be increased?

Section: D

15 X 2 = 30

Q-1. “The world will not be destroyed by those who do evil, but by those who watch them without doing anything.”

— Albert Einstein

Name the phenomenon referred above. Discuss how our social behavior is affected by it.

Q-2. Success of any public policy initiative depends on how well it is able to shape the attitude of the stakeholders. Using the ABC model of attitude, discuss the different approaches to change attitude. On what factors does their success depend?

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Section: A

2 X 10 = 20

Q-1 to 10- Define the following terms

- Q-1. Emotion
- Q-2. Discrimination
- Q-3. Systematic Processing
- Q-4. Deindividuation
- Q-5. Compliance
- Q-6. Leadership
- Q-7. Bystander Effect
- Q-8. Pluralistic Ignorance
- Q-9. Conformity
- Q-10. Heuristic Processing

Section: B

5 X 4 = 20

- Q-1. Discuss the types of Power.
- Q-2. Why do people use stereotypes?
- Q-3. Write a short note on Ability model of Emotional Intelligence.
- Q-4. How are prejudices acquired?

Section: C

15 X 2 = 30

Q-1. How do attitudes affect behaviour? Explain ABC model of attitudes with examples.

Q-2. Differentiate between a leader and a manager. Discuss the Ohio State University model and Least Preferred Coworker Theory of Leadership.

Section: D

15 X 2 = 30

Q-1. “My opinion, my conviction, gains immensely in strength and sureness the minute a second mind as adopted it.”

-Malcolm Muggeridge

Group decision making is a double edged sword. Discuss its characteristic features and its basic advantages and disadvantages.

Q-2. Using an example, explain Kelley’s theory of causal attribution.