



Name:

Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, May 2022**

**Course: Industrial Psychology**

**Program: BBA (Core)**

**Course Code: HRES 2005**

**Semester: VI**

**Time: 03 hrs**

**Max. Marks: 100**

**SECTION A**  
**10Qx2M=20Marks**

S. No.		Marks	CO
i	Stress management is about learning  (A) How to avoid the pressures of life (B) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life (C) Both (A) and (B) (D) None of the above	2	CO1
ii	McClelland's theory of needs include  (A) Power (B) Social (C) Both (A) and (B) (D) Hygiene	2	CO1
iii	The horizontal expansion of jobs is termed as  (A) Job enlargement (B) Job enrichment (C) Job sharing (D) Job involvement	2	CO1
iv	Ergonomics is a branch of science that aims to learn  (A) human abilities and limitations  (B) improve workspaces and reduces risk of injury  (C) Both (A) and (B)  (D) None of the above	2	CO1
v	John is a teller at a bank. He recently given the task of helping cutomers with the paperwork for opening checking accounts. This is an example of  (A) Job enlargement	2	CO1

	(B) Job Enrichment (C) Job evaluation		
vi	Too little stress at workplace may result in .....  (A) Improved Performance (B) Anxiety (C) Boredom (D) Engagement	2	CO1
vii	Which of the following statements is true:  (A) Moodiness is a cognitive symptom of stress (B) Moodiness is an emotional symptom of stress (C) Poor judgement is an emotional symptom of stress (D) Agitation is cognitive symptom of stress	2	CO1
viii	Studied fatigue caused by lighting, heating, and the design of tools and machine  (A) Henry Gantt (B) Lillian Gilberth (C) Henry Fayol (D) None of the above	2	CO1
ix	fight-or-flight response happens automatically, it is always accurate.  (A) Yes (B) No	2	CO1
x	As per Hawthorne experiments which of the following is true:  (A) When employees are given special attention, productivity is likely to change regardless of whether working conditions change. (B) Work group established a work “norm” – a shared expectation about how much work should be performed in a day and stuck to it, regardless of pay. (C) Productivity is likely to change with change in working conditions change. (D) Both (A) and (B)	2	CO2
<b>SECTION B</b> <b>4Qx5M= 20 Marks</b>			
Q2	If longer hours of continuous work is causing fatigue among employees. What changes you can make at your workplace to boost their energy?	5	CO3
Q3	Discuss strategies for reducing boredom at workplace.	5	CO2
Q4	How you will use Vroom Expectancy theory for motivating your	5	CO3

	employees?		
Q5	How a person can improve self-efficacy?	5	CO2
<b>SECTION-C</b> <b>3Qx10M=30 Marks</b>			
Q 6	Imagine yourself as a HR manager at an IT firm, design strategies for ensuring well-being of your employees. Discuss challenges that you can face while implementing these strategies.	10	CO2
Q 7	If employees can participate in the setting of their own goal, will they try hard? Comment.	10	CO3
Q8	If accidents and injuries are increasing at a fast rate in your organization from last few months. How you will manage this in your organization.	10	CO4
<b>SECTION-D</b> <b>2Qx15M= 30 Marks</b>			
Q 9	<p>Company owner, Rajiv, was experiencing some staff problems that he had tried to handle but was not seeing any changes. One of his contract managers, Tom, was displaying bad behaviour whenever things would go wrong.</p> <p>The thing was, it was abundantly clear that what Tom was saying and the problems that he identified were correct. Company valued his hard work and how exceptional he was at his job, so there was no desire to terminate his contract early. Which can often be a case for difficult situations in the workplace— many people are too eager to throw the ‘baby out with the bathwater’ so to speak, rather than experiment with some alternative ways of reaching conflict resolution. Or even taking the time to discover what is really going on, stepping away from the ego and its primal behaviour of flight or fight mode.</p> <p><b>What advise you will give to Rajiv for handling this problem in his company?</b></p>	15	CO4
Q 10	<p>Aetna was a very unhealthy place to work. Employees were overworked, underpaid, and so stressed that one was reportedly suicidal. The company culture was destructive. In 2004, CEO Mark Bertolini suffered a life-threatening ski accident. A long, difficult recovery was largely unsuccessful. The pain had gotten so bad that Bertolini considered suicide.</p> <p><b>What recommendations you will give to improve the condition in the company Aetna.</b></p>	15	CO4