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**(Printed Pages 3)**

Roll No. \_\_\_\_\_

**CH-2/2823**

**B.Com. (Hons.) (Second Semester)**

**Examination, 2015**

**COMMERCE**

**Industrial Psychology**

**(BCH-203)**

*Time Allowed : Three Hours ] [ Maximum Marks : 70*

**Note :** Attempt **five** questions in all. Question **No. 1** is **compulsory** which carries 30 marks. Attempt **one** question from each Unit which are of 10 marks each.

1. Write short notes on the following:  $3 \times 10 = 30$ 
  - (i) Concept of counselling?
  - (ii) Internal sources of recruitment.
  - (iii) Limitation of Industrial Psychology.
  - (iv) Job description and Job specification.
  - (v) Personality Test.

**P.T.O.**

(2)

- (vi) Importance of incentives in an organisation.
- (vii) Difference between training and development.
- (viii) Types of test in selection process.
- (ix) 360° feedback system.
- (x) Job evaluation.

**Unit-I**

- 2. Define Industrial Psychology. Discuss its nature and scope. 10
- 3. Explain Hawthorne experiment. What are the implications of Hawthorne experiment? 10

**Unit-II**

- 4. Describe the different types of training used in the industry. 10
- 5. How leadership have an impact on organisational performance? What are the qualities of a good leader? Briefly explain the various styles of leadership. 10

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**Unit-III**

- 6. List and explain the different types of fatigue. How do you relieve boredom, fatigue and monotony? 10
- 7. Discuss Mc Gregor's theory X and theory Y about the behaviour of human being. 10

**Unit-IV**

- 8. What is the importance of performance appraisal? Explain modern approaches of performance appraisal. 10
- 9. Distinguish between financial and non financial incentives. Which incentive according to you is more important for increasing efficiency of industrial workers? Give reasons for your answers. 10