

Psychology at Work (Sem-VI)

Note: (1) All questions are compulsory. (2) Figures to right indicate full marks.

- (1) Answer any two of the following: (15)
- Explain how factors like adequate resources, climate of trust, and performance evaluation and reward system are significantly related to the team's performance.
 - Briefly describe any four components of team composition that determine team effectiveness.
 - "Process variables influence team effectiveness." Discuss. (15)
- (2) Answer any two of the following: (15)
- Define conflict. What are the three sources of conflict?
 - Discuss the various conflict management techniques.
 - Briefly discuss the five steps of the negotiation process. (15)
- (3) Answer any two of the following: (15)
- Define emotions and moods. Explain how emotions and moods differ from each other.
 - Explain the term emotional intelligence. What are the arguments for and against emotional intelligence.
 - Discuss the impact of emotions and moods on creativity, motivation and leadership. (15)
- (4) Answer any two of the following:
- Identify the different forces that act as stimulants to change in an organisation.
 - Define stress and discuss the organizational factors that cause stress.
 - Explain the different individual approaches to managing stress..
- (5) (a) State whether the following statements are True or False, and give reasons for the same. (Any Four): (8)
- In a work group, individual effort results in performance that is greater than the sum of the individual parts.
 - Teams with less skilled members perform better.
 - The traditional view of conflict believed that all conflict is harmful and must be avoided.
 - Integrative bargaining creates a win-lose situation.
 - Many researchers agree on three universal emotions.
 - Stressful daily events negatively affect moods.
 - Stressors associated with workload pressure to complete tasks and time urgency are hindrance stressors.
 - Tension, irritability and boredom are psychological symptoms of stress.
- (5) (b) Complete the following statements by selecting the appropriate answers (Any Seven): (7)
- A work _____ interacts primarily to share information and make decisions to help members perform in areas of responsibility.
(i) team (ii) group (iii) roles (iv) model
 - Teams that rate _____ on levels of conscientiousness tend to perform better.
(i) low (ii) higher (iii) moderate (iv) equal
 - Effective teams that show high level of _____ are better able to adopt to conflict among members.
(i) social loafing (ii) preference (iii) reflexivity (iv) diversity
 - _____ and specialisation of group activities can stimulate conflict.
(i) Size (ii) Upgradation (iii) Technology (iv) Division
 - _____ are the decisions to act in a given way.
(i) Intentions (ii) Behaviour (iii) Cognition (iv) Outcomes
 - _____ in the first step in the negotiation process.
(i) Definition of ground rules (ii) Clarification and justification
(iii) Preparation and planning (iv) Bargaining and problem solving
 - Affect can be experienced in the form of _____ or moods.
(i) beliefs (ii) emotions (iii) attitude (iv) thoughts
 - The central idea behind _____ is to identify and modify the emotions one feels.
(i) emotional regulation (ii) cascading model of emotional intelligence.
(iii) mood regulation (iv) positive emotions
 - _____ leads to deviant work place behaviour.
(i) Negative emotions (ii) Positive emotions (iii) Emotion regulation (iv) Emotion
 - Stress is associated with demands and _____.
(i) hindrances (ii) challenges (iii) resources (iv) goals
 - Changes in the business cycle create _____ uncertainties.
(i) social (ii) political (iii) economic (iv) technological
 - _____ are people obsessed with their work.
(i) Workaholics (ii) Managers (iii) Addicts (iv) Alcoholics