

Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2018

Course: Psychology	Semester: III
Programme: B. A. LL.B. (Hons.) ENERGY/CRIMINAL/LABOR/CONSTITUTIONAL LAW	Course Code: CLNL 2004
Time: 03 hrs.	Max. Marks: 100
Instructions:	

SECTION A
Write short notes on any two of the following.

S. No.		Marks	CO
Q 1	Difference between a leader and a manager	5	CO1
Q 2	Job Involvement	5	CO1
Q 3	Common small-group communication networks	5	CO1

SECTION B

Q 4	Discuss the contingency models of leadership.	10	CO2
Q 5	What are the basic functions of communication in an organisation?	10	CO2


SECTION-C

Q 6	Discuss the psychological impact of crowding and population explosion on the individual and society. What can be done to alleviate the negative impact?	10	CO1
Q 7	Discuss the concept of 'risk society'. Using the concept discuss how can we increase the compliance towards pro-environmental practices and regulations.	10	CO4

SECTION-D

Q 8	<p>Read the following excerpt and answer the following questions</p> <p>In the 1970s, futurists were predicting that increases in technology would dramatically shorten the workweek for most people. But in the wired work world of today, where employees can reach “the office” from wherever they are, many managers are finding it extremely difficult to get away from their jobs. In fact, one employment firm estimated that 30 percent of professionals take less than their allotted vacation time, and 42 percent said they have to cancel vacation plans regularly. Consider a few examples:</p> <ul style="list-style-type: none"> ● Gian Paolo Lombardo might work for a firm that manufactures luggage for luxury travel, but he’s had precious little time for vacationing himself. During his last “faux- 		
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	<p>cation” 3 years ago, he spent most of the time in his hotel room in the resort town of Carmel, California, with his BlackBerry, while his wife Ellen chatted with other guests, hoping he’d finally finish with work. Ellen notes that no meal or movie goes by without her husband being hunched over his smartphone. She says, “I think he needs to go into rehab.” He agrees.</p> <ul style="list-style-type: none"> ● Irene Tse heads the government bond-trading division at Goldman Sachs. For 10 years, she has seen the stock market go from all-time highs to recession levels. Such fluctuations can mean millions of dollars in either profits or losses. “There are days when you can make a lot, and other days where you lose so much you’re just stunned by what you’ve done,” says Tse. She says she hasn’t slept through the night in years and often wakes up several times to check the global market status. Her average workweek? Eighty hours. “I’ve done this for 10 years, and I can count on the fingers of one hand the number of days in my career when I didn’t want to come to work. Every day I wake up and I can’t wait to get here.” ● David Clark is the vice president of global marketing for MTV. His job often consists of traveling around the globe to promote the channel as well as to keep up with the global music scene. If he is not traveling (Clark typically logs 200,000 miles a year), a typical day consists of waking at 6:30 a.m. and immediately responding to numerous messages that have accumulated over the course of the night. He then goes to his office, where throughout the day he responds to another 500 or so messages from clients around the world. If he’s lucky, he gets to spend an hour a day with his son, but then it’s back to work until he finally goes to bed around midnight. Says Clark, “There are plenty of people who would love to have this job. They’re knocking on the door all the time. So that’s motivating.” Many individuals would balk at the prospect of a 60-hour or more workweek with constant traveling and little time for anything else. Some individuals are exhilarated by it. But the demands of such jobs are clearly not for everyone. Many quit, with turnover levels at 55 percent for consultants and 30 percent for investment bankers, according to Vault.com. However, clearly such jobs, while time-consuming and often stressful, can be satisfying to some individuals. 		
Q 8a	Do you think only certain individuals are attracted to these types of jobs, or is it the characteristics of the jobs themselves that are satisfying?	10	CO2
Q 8b	What characteristics of these jobs might contribute to increased levels of job satisfaction? Outline the variables associated with organisational policies and labor laws that impact job satisfaction.	15	CO3
Q 8c	What may an individual do in case he finds himself in a state of dissatisfaction in his job?	10	CO1
Q 9	What may be the issues complicating cross cultural communications in global organisations?	15	CO2

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SECTION A

Write short notes on any two of the following.

S. No.		Marks	CO
Q 1	Organisational Commitment	5	CO1
Q 2	Channel Richness	5	CO1
Q 3	Fragmented Psyche	5	CO1

SECTION B

Q 4	Why is it important for managers to know and understand various employee attitudes?	10	CO2
Q 5	What factors may hinder effective communication in an organisation?	10	CO2

SECTION-C

Q 6	Using Fassinger's theory of discrimination, suggest how sexual harassment at workplace laws can be made more cognizant of varied forms of discrimination.	10	CO3
Q 7	How can psychology aid in understanding various legal problems and increase compliance to social legislations? Explain using an example.	10	CO4

SECTION-D

Q 8	<p>Read the following excerpt and answer the following questions</p> <p>In 2008, facing a serious shortage of leadership-ready employees at the store management level, Walmart decided to recruit from the U.S. military. The company sent recruiters to military job fairs and hired 150 junior military officers, pairing them with store mentors to learn on the job. The result: Walmart claims that it's been able to bring in world-class leaders who were ready to take over once they had learned the retail business that Walmart could easily teach them. Other organizations that have heavily recruited from the military in recent years include GE, Home Depot, Lowe's, State Farm Insurance, Merck, and Bank of America. It's not really surprising to see companies turn to the military for leadership potential. A long tradition of books and seminars advises leaders to think like military leaders ranging from Sun Tzu to Norman Schwarzkopf. And military veterans do have a variety of valuable skills learned through experience. General</p>		
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	<p>David Petraeus notes, “Tell me anywhere in the business world where a 22- or 23-year-old is responsible for 35 or 40 other individuals on missions that involve life and death . . . They’re under enormous scrutiny, on top of everything else. These are pretty formative experiences. It’s a bit of a crucible-like experience that they go through.” Military leaders are also used to having to make due in less than optimal conditions, negotiate across cultures, and operate under extreme stress.</p> <p>However, they do have to relearn some lessons from the service. Some may not be used to leading someone like an eccentric computer programmer who works strange hours and dresses like a slob, but who brings more to the company’s bottom line than a conventional employee would. Indeed, in some companies like Google, there is nothing like the chain of command military leaders are used to.</p> <p>Still, most forecasts suggest there will be an ample supply of battle-tested military leaders ready to report for corporate duty in the near future, and many companies are eager to have them.</p>		
Q 8a	The hypothesis that leadership skills acquired in the military can be applied in the other sectors is aligned with which type of theories: Trait, Behavioural or Contingency theories? Why?	10	CO1
Q 8b	Do you think leaders in military contexts exhibit the same qualities as organizational leaders? Why or why not?	10	CO2
Q 8c	Discuss the situational models of leadership.	15	CO2
Q 9	Critically analyse the various computer aided communication channels used in organisations.	15	CO2