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UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2018

Program: B.B.A LL.B. (Hons) CORPORATE LAW/ITIL/BFI; B.Com. LL.B. (Hons) TL

Subject: PSYCHOLOGY

Code : CLNL1023

No. of page/s: 2

Semester – II

Max. Marks : 100

Duration : 3 Hrs

Section A (10 Marks)

Write short notes on any four of the following

- | | |
|----------------------|-------|
| Q-1: Delphi Mode | [2.5] |
| Q-2: Attitudes | [2.5] |
| Q-3: Motivation | [2.5] |
| Q-4: Homeostatis | [2.5] |
| Q-5: Job Involvement | [2.5] |

Section B (20 marks)

- | | |
|--|------|
| Q-1: What are symptoms of Groupthink? | [10] |
| Q-2: How can negative Obedience be reduced in the society? | [10] |

Section C (20 marks)

- | | |
|--|------|
| Q-1: Define Psychology. What are its goals? | [10] |
| Q-2: Discuss any three theories of Leadership. | [10] |

Section D (50 marks)

Q-1: Read the lines below and answer the questions that follow

“This is the ultimate chicken and the egg situation. The chicken: Women will tear down the external barriers once we achieve leadership roles... The egg: We need to eliminate the external barriers to get women into those roles in the first place. Both sides are right.”

— Sheryl Sandberg

Q1a: What phenomenon is being discussed above? Define it. [5]

Q1b: What are the reasons that have led to the situation above? [15]

Q1c: What steps can an organization take to overcome the above situation? [15]

Q2: How can the techniques to increase compliance used by a firm to increase business? [15]

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Section A (10 Marks)

- Q-1: Hierarchy of Needs [2.5]
Q-2: Glass Ceiling [2.5]
Q-3: Sex v/s Gender [2.5]
Q-4: Job Satisfaction [2.5]
Q-5: Drive Theory of Motivation [2.5]

Section B (20 marks)

- Q-1: What is Diversity Management? What steps can be taken by an organization towards Diversity Management? [10]
Q-2: Name the theories given by the following and discuss any two: [10]
a: Fiedler
b: Hershey and Blanchard
c: Vroom and Yelton

Section C (20 marks)

- Q-1: How are attitudes formed? Explain with examples. [10]
Q-2: Discuss the main features of Psychoanalytic School and Behaviourism. [10]

Section D (50 marks)

Q-1: Read the lines below and answer the questions that follow

“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 with its strengths and pitfalls. It may surpass the limitations posed by one individual mind and at the same time may validate and amplify any of individual biases and blind spots. What matters in Group decision making is the decision mode adopted. The suitable mode of decision making may lead to the best possible outcome.

Q-1a: Discuss the advantages and disadvantages of group decision making. [10]

Q-1b: With examples, discuss the various modes of Group Decision Making. [15]

Q-1c: What are the factors that increase conformity to group decisions? [10]

Q-2: With examples from organizational and social setting, explain Fassinger’s model of discrimination. [15]