

(Please write your Exam Roll No.)

Exam Roll No. 51

END TERM EXAMINATION

FOURTH SEMESTER [B.COM(HONS.) MAY-JUNE 2018]

Paper Code: B.COM-212

Subject: Work Psychology

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q no.7 which is compulsory.

- Q1 Write short notes on **any three** of the following:- (5x3=15)
- (a) Structured Observation
 - (b) Conformity
 - (c) Social Intelligence
 - (d) Creativity
- Q2 Trace the origins of application of work psychology and its evolution in India with specific reference to the conditions that have contributed to its evolution. (15)
- Q3 What is the difference between normal personality and workplace personality? Which psychological test according to you is the best measure of work place personality and why? Explain. (15)
- Q4 What is Perception? How is workplace perception different from Social Perception? How does social norms effect the workplace and social perception of an individual? (15)
- Q5 Describe the determinants of work-life balance with suitable examples. (15)
- Q6 What are the managerial issues associated with employment, unemployment, redundancy and retirement? Explain with suitable examples. (15)
- Q7 Ms. Smita works in a government education department from last 4 years. Since then she has served bare minimum duties. She does not participate in any of the departmental celebrations even after repeated calls from seniors. Every time if her boss tries to assign extra work (which normally everyone in the department do) she starts complaining of poor health and even get in to argumentative mode. She got married 3 months ago. Since then she is complaining of poor health and the present Head of the Department had supported her a lot by allowing her to leave early, taking uninformed leave and keeping her work profile minimum. Now that HOD wanted to given an assignment to Ms. Smita, she misbehaved with the boss and started complaining of poor health again. Ms. Smita also informed that she is taking medicine for depression.
- Whenever an individual joins government department, he/she has to essentially go through medical checkup from government hospital for joining duties and in between the career an employee can be recommended for medical checkup. If found unfit to be continued, such an employee may be given compulsory retirement.
- Now, HOD has initiated medical checkup file for Ms. Smita due to her behavior and constant medical complaints. If Ms. Smita will not be found fit medically, she may have to take compulsory retirement and since her total service is only 4 years till date, she is ineligible for gratuity and other retirement benefits. According to you, was this the right step by HOD? Is there any other better way to handle Ms. Smita? If so, discuss it with reasons as to why you think it as a better alternative. (15)