SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MANAGEMENT STUDIES

QUESTION BANK

COMMON FOR ALL U.G - ENGINEERING

VI SEMESTER

MBA103 – INDUSTRIAL PSYCHOLOGY

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UNIT – I – FOUNDATIONS OF INDUSTRIAL PSYCHOLOGY AND JOB ANALYSIS

SYLLABUS: Definition, Characteristics, Goals, and Importance of Industrial Psychology - Brief History of Industrial Psychology - Major Fields in Industrial Psychology - Research Methods in Industrial Psychology - Job Analysis: Methods and Techniques – Performance Measurement: Concepts and Practices - Performance Rating and Evaluation – The Social Context of Performance Evaluation.

PART- A

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define Industrial Psychology.	Remembering	Level 1	CO1
2.	What is the primary goal of Industrial Psychology?	Understanding	Level 2	CO1
3.	List out the characteristics of Industrial Psychology.	Remembering	Level 1	CO1
4.	What do you mean by Organizational Efficiency in Industrial Psychology?	Understanding	Level 2	CO1
5.	List down the importance of Industrial Psychology.	Remembering	Level 1	CO1
6.	What are the major fields of Industrial Psychology?	Understanding	Level 2	CO1
7.	Define Job Analysis.	Remembering	Level 1	CO1
8.	What is the purpose of Job Description?	Understanding	Level 2	CO1
9.	Describe the Observation Method in Job Analysis.	Remembering	Level 1	CO1
10.	What is the Interview Method in Job Analysis?	Understanding	Level 2	CO1
11.	Define Performance Measurement.	Remembering	Level 1	CO1
12.	What is the importance of Performance Measurement?	Understanding	Level 2	CO1
13.	What is a Performance Standard?	Remembering	Level 1	CO1
14.	Define Performance Rating.	Understanding	Level 2	CO1
15.	Mention the traditional methods of performance rating.	Remembering	Level 1	CO1
16.	Discuss the term Performance Evaluation.	Understanding	Level 2	CO1
17.	What is 360-Degree Feedback?	Remembering	Level 1	CO1
18.	What is meant by the Halo Effect in performance rating?	Understanding	Level 2	CO1
19.	Define the Social Context of Performance Evaluation.	Remembering	Level 1	CO1
20.	Why is social context important in performance evaluation?	Understanding	Level 2	CO1
21.	What is Feedback Climate?	Remembering	Level 1	CO1

22.	Review Organizational Justice in the context of performance evaluation.	Understanding	Level 2	CO1
23.	What is meant by Rater Motivation?	Remembering	Level 1	CO1
24.	List the social psychological influences in performance evaluation.	Understanding	Level 2	CO1

	PART- B			
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Apply the principles of Industrial Psychology to design a plan for improving productivity and work motivation in a manufacturing organization.	Apply	Level 3	CO1
2.	Analyze how historical developments in Industrial Psychology have shaped modern HR practices in organizations.	Analyse	Level 4	CO1
3.	Demonstrate how the characteristics of Industrial Psychology can be applied to solve employee turnover issues in an IT company.	Apply	Level 3	CO1
4.	Compare and analyze the effectiveness of interview, questionnaire, and observation methods in job analysis.	Analyse	Level 4	CO1
5.	Using relevant theories, develop a job analysis framework for a newly created role in a service organization.	Apply	Level 3	CO1
6.	Examine the strengths and weaknesses of different performance measurement tools used in contemporary organizations.	Analyse	Level 4	CO1
7.	Apply any two job analysis methods to evaluate the tasks and competencies required for a retail store supervisor.	Apply	Level 3	CO1
8.	Analyze the factors that lead to bias and errors in performance rating and suggest evidence-based solutions.	Analyse	Level 4	CO1
9.	Design a competency-based performance measurement system for middle-level managers in a logistics company.	Apply	Level 3	CO1
10.	Evaluate how organizational culture and leadership style influence the social context of performance evaluation.	Analyse	Level 4	CO1
11.	Propose a performance rating method suitable for sales employees and justify your choice using theoretical concepts.	Apply	Level 3	CO1

12.	Analyze the role of rater motivation and interpersonal relationships in determining evaluation accuracy.	Analyse	Level 4	CO1
13.	Apply Herzberg's or any motivation theory to improve employee performance evaluation outcomes in an organization.	Apply	Level 3	CO1
14.	Critically examine how performance standards can be misaligned with job requirements and propose corrective actions.	Analyse	Level 4	CO1
15.	Develop a performance appraisal policy that incorporates both traditional and modern rating methods.	Apply	Level 3	CO1
16.	Analyze the impact of social psychological processes such as stereotyping and impression management on employee ratings.	Analyse	Level 4	CO1
17.	Evaluate the role of organizational justice (procedural, distributive, interactional) in shaping employee reactions to performance evaluation.	Analyse	Level 4	CO1

UNIT – II – EMPLOYEE ATTITUDES, BEHAVIOUR, AND WELL-BEING				
SYLLABUS: Work Attitudes and Employee Engagement - Job Satisfaction and Organizational Commitment - Positive Employee Behaviors - Worker Stress: Sources, Consequences, and Coping Strategies				
PART- A				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	What are work attitudes?	Remembering	Level 1	CO2
2.	Discuss the concept of Employee Engagement.	Understanding	Level 2	CO2
3.	What is job satisfaction?	Remembering	Level 1	CO2
4.	Describe Organizational Commitment.	Understanding	Level 2	CO2
5.	What are Positive Employee Behaviors?	Remembering	Level 1	CO2
6.	Indicate the causes of worker stress.	Understanding	Level 2	CO2
7.	List any two components of job satisfaction.	Remembering	Level 1	CO2
8.	Compare affective and continuance commitment.	Understanding	Level 2	CO2
9.	Define continuance commitment.	Remembering	Level 1	CO2
10.	What is normative commitment?	Remembering	Level 1	CO2

11.	Identify the coping strategies for stress.	Understanding	Level 2	CO2
12.	What is organizational citizenship behavior (OCB)?	Remembering	Level 1	CO2
13.	Cite the importance of employee engagement important.	Understanding	Level 2	CO2
14.	List the sources of worker stress.	Remembering	Level 1	CO2
15.	Discuss the relationship between job satisfaction and performance.	Understanding	Level 2	CO2
16.	Mention two consequences of employee stress.	Remembering	Level 1	CO2
17.	What is employee well-being?	Remembering	Level 1	CO2
18.	What is meant by withdrawal behavior?	Remembering	Level 1	CO2
19.	Define job involvement.	Remembering	Level 1	CO2
20.	Discuss the concept of work commitment.	Understanding	Level 2	CO2
21.	What is role overload?	Remembering	Level 1	CO2
22.	Identify the causes of burnout.	Understanding	Level 2	CO2
23.	Cite the reasons for emotional exhaustion.	Understanding	Level 2	CO2
24.	What is job security and how does it affect job satisfaction?	Remembering	Level 1	CO2

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Analyze how work attitudes influence employee performance and organizational outcomes.	Analyse	Level 4	CO2
2.	Apply the concept of employee engagement to design an intervention that improves motivation in an IT company.	Apply	Level 3	CO2
3.	Compare and analyze the factors affecting job satisfaction in manufacturing and service sector workplaces.	Analyse	Level 4	CO2
4.	Develop a model showing the relationship between job satisfaction, employee engagement, and turnover intention.	Apply	Level 3	CO2
5.	Analyze the three components of organizational commitment and their impact on employee retention.	Analyse	Level 4	CO2
6.	Apply Herzberg's Two-Factor Theory to improve job satisfaction in a start-up organization.	Apply	Level 3	CO2

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
7.	Examine how positive employee behaviors contribute to a high-performance work culture.	Analyse	Level 4	CO2
8.	Propose strategies that organizations can use to foster organizational citizenship behavior among employees.	Apply	Level 3	CO2
9.	Analyze the role of leadership in shaping employee engagement levels within teams.	Analyse	Level 4	CO2
10.	Apply stress management techniques to design a workplace wellness program for employees in high-pressure jobs.	Apply	Level 3	CO2
11.	Evaluate the various sources of worker stress and analyze their combined effects on job performance.	Analyse	Level 4	CO2
12.	Apply job characteristics model to enhance employee motivation and satisfaction in a given job role.	Apply	Level 3	CO2
13.	Appraise the relationship between organizational commitment and organizational citizenship behavior.	Analyse	Level 4	CO2
14.	Apply appropriate coping strategies to manage burnout among employees in remote work environments.	Apply	Level 3	CO2
15.	Examine the impact of workplace environment and job design on overall work attitudes.	Analyse	Level 4	CO2
16.	Analyze how cultural differences influence job satisfaction and organizational commitment.	Apply	Level 3	CO2
17.	Apply behavior modification techniques to improve positive employee behaviors in the organization.	Apply	Level 3	CO2

UNIT – III – ERGONOMICS AND ENGINEERING PSYCHOLOGY				
SYLLABUS: Principles of Ergonomics and Human Factors - Work Design for Productivity and Well-being- Psychological Aspects of Workplace Safety - Human-Technology Interaction.				
PART- A				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define Ergonomics.	Remember	Level 1	CO3
2.	Identify the importance of ergonomics in the workplace.	Understand	Level 2	CO3
3.	What is meant by work design?	Remember	Level 1	CO3
4.	How does work design contribute to productivity?	Understand	Level 2	CO3
5.	Define work design for well-being.	Remember	Level 1	CO3
6.	How does work design influence employee well-being?	Understand	Level 2	CO3

7.	What is workplace safety?	Remember	Level 1	CO3
8.	Why is workplace safety important for employees?	Understand	Level 2	CO3
9.	List any two types of workplace hazards.	Remember	Level 1	CO3
10.	Discuss ergonomic hazards with an example.	Understand	Level 2	CO3
11.	What is Human–Technology Interaction (HTI)?	Remember	Level 1	CO3
12.	Discuss the role of psychology in Human–Technology Interaction.	Understand	Level 2	CO3
13.	What is meant by safety culture?	BT Level 1	Remember	Level 1	CO3
14.	How does safety culture influence workplace behavior?	Understand	Level 2	CO3
15.	Define work–life balance.	Remember	Level 1	CO3
16.	Identify the role of work design in achieving work–life balance.	Understand	Level 2	CO3
17.	What is meant by physical ergonomics?	Remember	Level 1	CO3
18.	How does physical ergonomics improve productivity?	Understand	Level 2	CO3
19.	What is technostress?	Remember	Level 1	CO3
20.	Indicate how Human–Technology Interaction can reduce technostress.	Understand	Level 2	CO3
21.	What is the role of training in workplace safety?	Remember	Level 1	CO3
22.	Review how safety training programs help to improve organizational performance.	Understand	Level 2	CO3
23.	Define job–person fit.	Remember	Level 1	CO3
24.	How does job–person fit support well-being?	Understand	Level 2	CO3

	PART- B			
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Apply the principles of ergonomics to design a workstation that improves employee productivity and reduces physical strain.	Apply	Level 3	CO3
2.	Analyse how poor ergonomic design contributes to musculoskeletal disorders and reduced organizational performance.	Analyse	Level 4	CO3

3.	Illustrate how human factors principles can be applied in industrial settings to minimize human error and improve efficiency.	Apply	Level 3	CO3
4.	Analyse the role of human factors engineering in enhancing safety and reliability in high-risk work environments.	Analyse	Level 4	CO3
5.	Apply work design techniques to improve productivity in a manufacturing or service organization.	Apply	Level 3	CO3
6.	Appraise on the relationship between work design, task structure, and employee performance outcomes.	Analyse	Level 4	CO3
7.	Demonstrate how job rotation, job enlargement, and job enrichment can be used to enhance work productivity.	Apply	Level 3	CO3
8.	Critically analyse how repetitive work design negatively affects efficiency and long-term productivity.	Analyse	Level 4	CO3
9.	Apply principles of work design to promote employee well-being and reduce occupational stress.	Apply	Level 3	CO3
10.	Evaluate the impact of poor work design on employee mental health, burnout, and absenteeism.	Analyse	Level 4	CO3
11.	Illustrate how ergonomic work design can improve both physical comfort and psychological well-being of employees.	Apply	Level 3	CO3
12.	Examine the role of work-life balance and workload management in designing work for employee well-being.	Analyse	Level 4	CO3
13.	Apply workplace safety principles to develop a safe working environment in an industrial organization.	Apply	Level 3	CO3
14.	Analyse the causes and consequences of workplace accidents from a human factors perspective.	Analyse	Level 4	CO3
15.	Demonstrate how safety training and ergonomic interventions can reduce workplace hazards.	Apply	Level 3	CO3
16.	Critically analyse the relationship between workplace safety, employee morale, and organizational productivity.	Analyse	Level 4	CO3
17.	Apply human–technology interaction principles to design user-friendly and error-resistant work systems.	Apply	Level 3	CO3

UNIT – IV – MOTIVATION IN THE WORKPLACE
SYLLABUS: Defining and Theories of Motivation - Need-Based Theories of Motivation (e.g., Maslow's

Hierarchy of Needs, Alderfer's ERG Theory) - Behaviour-Based Theories of Motivation (e.g., Skinner's Reinforcement Theory) - Job Design Theories of Motivation (e.g., Hackman and Oldham's Job Characteristics Model) - Motivation and Performance - Practical Techniques to Enhance Motivation

	PART- A			
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define motivation.	Remember	Level 1	CO4
2.	Explain the importance of motivation in industrial settings.	Understand	Level 2	CO4
3.	What are need-based theories of motivation?	Remember	Level 1	CO4
4.	How do unmet needs influence employee behavior according to need-based theories?	Understand	Level 2	CO4
5.	List the levels of Maslow's Hierarchy of Needs.	Remember	Level 1	CO4
6.	Explain self-actualization needs with a workplace example.	Understand	Level 2	CO4
7.	What is Alderfer's ERG theory?	Remember	Level 1	CO4
8.	How does ERG theory differ from Maslow's hierarchy of needs?	Understand	Level 2	CO4
9.	Define reinforcement theory of motivation.	Remember	Level 1	CO4
10.	Explain positive reinforcement with an example.	Understand	Level 2	CO4
11.	What is negative reinforcement?	Remember	Level 1	CO4
12.	Why is punishment less preferred than reinforcement in organizations?	Understand	Level 2	CO4
13.	Define job design.	Remember	Level 1	CO4
14.	How does job design influence employee motivation?	Understand	Level 2	CO4
15.	What is Hackman and Oldham's Job Characteristics Model?	Remember	Level 1	CO4
16.	Explain any two core job characteristics of the Job Characteristics Model.	Understand	Level 2	CO4
17.	What is Motivating Potential Score (MPS)?	Remember	Level 1	CO4
18.	Why is feedback important for employee motivation?	Understand	Level 2	CO4
19.	Define intrinsic motivation.	Remember	Level 1	CO4
20.	Differentiate between intrinsic and extrinsic motivation.	Understand	Level 2	CO4

21.	What is performance-based motivation?	Remember	Level 1	CO4
22.	How does goal setting improve motivation and performance?	Understand	Level 2	CO4
23.	List any two factors affecting employee motivation.	Remember	Level 1	CO4
24.	Explain the role of leadership in improving motivation.	Understand	Level 2	CO4

PART- B				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Apply Maslow's Hierarchy of Needs to motivate employees in a manufacturing organization.	Apply	Level 3	CO4
2.	Analyse the relevance of need-based motivation theories in modern organizations.	Analyse	Level 4	CO4
3.	Articulate Alderfer's ERG theory to explain employee motivation during organizational change.	Apply	Level 3	CO4
4.	Compare the differences between Maslow's and ERG theories in predicting employee behavior.	Analyse	Level 4	CO4
5.	Establish application of reinforcement theory to design a performance-based reward system in an organization.	Apply	Level 3	CO4
6.	Appraise the effectiveness and limitations of punishment as a motivational tool.	Analyse	Level 4	CO4
7.	Apply Skinner's reinforcement principles to improve employee attendance and discipline.	Apply	Level 3	CO4
8.	Compare behaviour-based theories of motivation in comparison with need-based theories.	Analyse	Level 4	CO4
9.	Articulate the application of Hackman and Oldham's Job Characteristics Model to redesign a monotonous job.	Apply	Level 3	CO4
10.	Illustrate how core job characteristics influence psychological states and work outcomes.	Analyse	Level 4	CO4
11.	Apply the concept of Motivating Potential Score (MPS) to evaluate job motivation.	Apply	Level 3	CO4
12.	Illustrate the role of autonomy and feedback in enhancing intrinsic motivation.	Analyse	Level 4	CO4
13.	Administer the practical motivation techniques to improve employee performance in service industries.	Apply	Level 3	CO4

S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
14.	Contrast the relationship between motivation and performance in organizational settings.	Analyse	Level 4	CO4
15.	Articulate intrinsic and extrinsic motivation techniques in managing knowledge workers.	Apply	Level 3	CO4
16.	Analyse the impact of financial and non-financial incentives on long-term motivation.	Analyse	Level 4	CO4
17.	Illustrate goal setting and feedback techniques to enhance employee motivation.	Apply	Level 3	CO4

UNIT – V – GROUP DYNAMICS AND ORGANIZATIONAL CULTURE

SYLLABUS: Defining Work Groups and Teams - Types of Teams and Team Processes - Group Decision-Making and Effectiveness - Diversity and Multiculturalism in Teams - Organizational Culture and Development - Social Dynamics and Change Management.

PART- A				
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Define a work group.	Remember	Level 1	CO5
2.	Differentiate between a work group and a team.	Understand	Level 2	CO5
3.	What is a team?	Remember	Level 1	CO5
4.	Cite the importance of teams in organizations.	Understand	Level 2	CO5
5.	List any two types of teams.	Remember	Level 1	CO5
6.	Discuss self-managed teams.	Understand	Level 2	CO5
7.	What is team building?	Remember	Level 1	CO5
8.	Interpret the role of trust in team building.	Understand	Level 2	CO5
9.	Define group decision-making.	Remember	Level 1	CO5
10.	Why is group decision-making considered effective?	Understand	Level 2	CO5
11.	What is groupthink?	Remember	Level 1	CO5
12.	How does groupthink affect decision effectiveness?	Understand	Level 2	CO5
13.	Define diversity in teams.	Remember	Level 1	CO5
14.	How does diversity improve team performance?	Understand	Level 2	CO5
15.	What is organizational culture?	Remember	Level 1	CO5
16.	Cite the role of organizational culture in employee behavior.	Understand	Level 2	CO5

17.	Define Organizational Development (OD).	Remember	Level 1	CO5
18.	Compare the relationship between culture and OD.	Understand	Level 2	CO5
19.	What are social dynamics?	Remember	Level 1	CO5
20.	Identify the importance of social dynamics in organizations.	Understand	Level 2	CO5
21.	Define change management.	Remember	Level 1	CO5
22.	Why is change management necessary in organizations?	Understand	Level 2	CO5
23.	What is resistance to change?	Remember	Level 1	CO5
24.	Associate education as a strategy to manage resistance to change.	Understand	Level 2	CO5

	PART- B			
S.NO	QUESTIONS	COMPETENCE	BT LEVEL	CO Level
1.	Illustrate with an example how work groups and teams differ in an IT company	Apply	Level 3	CO5
2.	Analyze the impact of team cohesion on organizational performance.	Analyse	Level 4	CO5
3.	Articulate the principles of team building to improve a poorly performing project team.	Apply	Level 3	CO5
4.	Examine how trust and communication influence team effectiveness in a multinational organization.	Analyse	Level 4	CO5
5.	Demonstrate the process of group decision-making in a cross-functional team scenario.	Apply	Level 3	CO5
6.	Critically analyze the effect of groupthink on decision quality in corporate teams.	Analyse	Level 4	CO5
7.	Apply problem-solving and virtual team concepts to enhance remote work efficiency.	Apply	Level 3	CO5
8.	Illustrate the challenges and advantages of multicultural teams in a global organization.	Analyse	Level 4	CO5
9.	Establish the OD process to implement a new performance appraisal system.	Apply	Level 3	CO5
10.	Analyze how organizational culture can either facilitate or resist change initiatives.	Analyse	Level 4	CO5

11.	Demonstrate how change management principles can be applied during a technology upgrade.	Apply	Level 3	CO5
12.	Examine why employees resist change and how leadership style influences this resistance.	Analyse	Level 4	CO5
13.	Administer strategies to manage resistance when merging two departments in a corporate setup.	Apply	Level 3	CO5
14.	Compare the relationship between social dynamics and team decision-making effectiveness.	Analyse	Level 4	CO5
15.	Apply Lewin's change model to a scenario of introducing a flexible work policy.	Apply	Level 3	CO5
16.	Appraise the role of leadership in shaping organizational culture during transformational change.	Analyse	Level 4	CO5
17.	Illustrate with examples how diversity improves problem-solving in teams.	Apply	Level 3	CO5