

Eastern University, Sri Lanka
Faculty of Commerce and Management
Final Year First Semester Examination in BBA/ Specialization in HRM
2015/16 (January 2020)
(Proper/Repeat)
HRM 4053 Organizational Psychology

Answer All Questions

Time: Three Hours

Q1. Read the case study and answer the questions given below.

Ramanna Chidambaram was a struggling and indigent citizen in the city of Madras in India at the edge of poverty. While performing his studies, his teachers notice that he seems to have exceptional skills and knowledge but lacks in presenting his thoughts and ideas. Being from a poor background, his friends make fun of his dressing and they begin to make use of him for rudimentary tasks. During his school education he was treated very badly by his friends for not having proper stationery, bag and his hesitation of raising questions.

After his schooling completed he came to the city for attending college. Upon arrival at Madras, Ramanna is met with various forms of prejudice and finds his adjustment to the city to be more difficult than expected, though his professors were much impressed by the potential abilities which he begins to put into real evidence during their contact with one another. Being an introvert, he had to face various issues regarding communication and expressing his thoughts. Professors remain concerned about Ramanna's ability to communicate effectively due to his lack of experience in public speaking and introvert personality, but with perseverance he manages to get encouraged for class participation. It becomes clear to his professor that Ramanna's insights exceed the simple tasks they are assigning to him and soon he encouraged him to make his personal thoughts available to the general public and to start communicating with others. During this, one more professor noticed a slight improvement in Ramanna's class participation.

Ramanna was a very creative and efficient poet. Once during an inter-college cultural fest he was asked to participate in the competition and present his poem. Although at first he hesitated a lot but when his friends encouraged him then he agreed on the same. There comes the fear of public speaking and confidence which is a big hurdle for Ramanna. He

reached to his professor to seek his expert opinion. Then the professor suggested him apply mirror reflection therapy. As per action reflection learning theory (Marsic Cederholm, Turner, & Pearson, 1992), when a person receives the responses or feedback of his activities in the same time then he can learn much faster. In simple words, reflection of every action helps in learning quickly. The same applied to mirror reflection therapy. To develop overall confidence one should stand in front of mirror and express his thoughts or content loudly so that he can identify his flaws himself. His voice quality, pitch, tone, body language, and facial expressions, all can be easily.

Ramanna practiced his poem in front of mirror and he finds out that he is gaining confidence for the same. He started enjoying his lectures, communicating with his friends and studying. Finally, the day for poem competition and the much awaited moment came. Ramanna was dressed very simple in Indian traditional clothes and with full confidence he reached on stage. He holds the mike and with all his confidence and toned voice started with his poem. There was pin drop silence in the hall and every one was focusing on Ramanna only. He finally ended up his poem with all his energy, toned voice quality and expressions. Everyone was mesmerized with his performance and they applauded him. Ramanna not only got appreciation but also won the contest and became a very well known personality for everyone.

Questions:

- a) How do you describe or understand the personality type of Ramanna during his school time?
(06 Marks)
- b) Identify the factors which have or may have determined his personality.
(06 Marks)
- c) How did Ramanna become as a very well-known personality for everyone?
(08 Marks)
- d) If you were Ramanna's professor, what other strategies would you put forward to help Ramanna to develop his personality?
(08 Marks)

(28 Marks)

Q2.

(a) *“Organizational psychology is the science of the mind or of mental states and processes”*. Differentiate organizational psychology from the other divisions of psychology.

(05 Marks)

(b) *“Attitude is the way a person thinks about situations, and it ultimately determines a person's behavior”*. Explain the effect of job related attitudes on employee performance.

(05 Marks)

(c) *“Chris Argyris theory states that successful employee empowerment requires management to provide opportunities for personal growth”*. Explain the stages in this theory?

(08 Marks)

(18 Marks)

Q3.

(a) *“Emotional intelligence is the ability to understand the needs and feeling of oneself and other people”*. Explain three ways of emotional intelligence competencies that correlate to the workplace success.

(05 Marks)

(b) *“Conflict is a process in which one party suggests that its interests are being opposed by another party”*. What are the causes of conflict in an organization?

(05 Marks)

(c) *“Organizational politics is the process and behavior in human interactions involving power and authority”*. Do you think organizational politics contribute to positive or negative outcome for the organizations? Why?

(08 Marks)

(18 Marks)

Q4.

(a) *“Learning organization is an organization which facilitates the learning of all its members and continuously transforms itself”*. What are the common barriers to create an effective organizational learning culture?

(05 Marks)

(b) *“Social class refers to divisions in society based on economic and social status”*. What are the common factors influence on social class?

(05 Marks)

(c) *“Morality is the principle of concerning the distinction between right and wrong r good and bad behavior”*. Comment on this statement with any one of the Moral developmental theory.

(08 Marks)

(18 Marks)

Q5.

(a) *“Workers who are stressed are also more likely to be unhealthy, poor motivated, less productive and less safe at work”*. What are the stress related hazards in an organization?

(05 Marks)

(b) *“Maintaining an ergonomic working environment is essential for all types of organizations”*. What is meant by ergonomics at workplace and what are the major domains of ergonomics?

(05 Marks)

(c) *“Industrial safety management is all the steps taken by the employers, employees, safety officers, supervisors and government to ensure safe work”*. Comment on this statement with practical examples.

(08 Marks)

(18 Marks)