



WEST BENGAL STATE UNIVERSITY
B.A./B.Sc. Honours/Programme 4th Semester Examination, 2023

PSYHGEC04T/PSYGCOR04T-PSYCHOLOGY (GE4/DSC4)

Time Allotted: 2 Hours

Full Marks: 40

*The figures in the margin indicate full marks.
Candidates should answer in their own words and adhere to the word limit as practicable.
All symbols are of usual significance.*

1. Write any **five** from the following: 2×5 = 10
 - (a) Define leadership.
 - (b) What is job satisfaction?
 - (c) Write any two consequences of job dissatisfaction.
 - (d) State the characteristics of Autocratic leadership style.
 - (e) What do you mean by I/O Psychology?
 - (f) What is grapevine communication?
 - (g) What are the types of leadership?
 - (h) Mention any two major theories of work motivation.

2. Write any **four** from the following: 5×4 = 20
 - (a) Write down the differences between Transactional and Transformational leadership styles.
 - (b) Delineate the characteristics of lateral communication channel.
 - (c) Discuss Alderfer's theory of work motivation.
 - (d) What are the barriers of organizational communication? Suggest suitable measures for overcoming any one barrier. 3+2
 - (e) State the implications of informal channels of communication in organization.
 - (f) Which leadership technique is best according to you? Why?
 - (g) Delineate briefly Hawthorne studies and state their implications in the field of Industrial Psychology.
 - (h) Write a short note on challenges of I/O Psychology.

3. Write any **one** from the following: 10×1 = 10
 - (a) Discuss critically Vroom's Expectancy theory of Work motivation. 10
 - (b) Write in detail about the factors affecting job satisfaction. What are the major outcomes of job satisfaction? 6+4
 - (c) Differentiate between upward and downward channels of communication. State their uses in organization. 6+4

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