

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, Dec 2019

Course: Introduction to Psychology
Semester: 3rd
Program: BBA – Open Elective
Course code: GMHR 2201

Time: 03 Hours
Max. Marks: 100

Instructions: Section 'A' is for 20 marks. In section 'A', attempt all statements in question 1 as instructed, each statement carries 2 mark. Section 'B' is for 20 marks. In section 'B', attempt all (four) questions each question carries 5 marks. Section 'C' is for 30 marks. In section 'C', attempt all (three) questions each question carries 10 marks. Section 'D' is for 30 marks. In section 'D', attempt all questions each question carries 15 marks.

SECTION A (20 Marks)			
1	In the context of psychological research methods, _____ research is conducted to determine whether a causal relationship exists between two variables. A. descriptive B. correlation C. experimental D. observational	2	CO1
2	_____, a concept developed by Alfred Binet, is an individual's level of mental development relative to that of others. A. Mental age B. Chronological age C. Intelligence quotient D. Mental chronometry	2	CO1
3	Which of the following statements most accurately describes a schema? A. It refers to people who are weak during birth and are underdeveloped until the age of 15. B. It refers to innate prejudices mediating cognitive and perceptual experiences. C. It is a mental framework that guides people as they experience the world around them. D. It is an irrational image mostly found in very neurotic people.	2	CO1
4	Societies in which men are allocated more power and higher status are referred to as _____. A. matriarchal B. patriarchal C. monarchical D. partisan	2	CO1

5	<p>Which communication channel is most effective when the sender wants to persuade the receiver?</p> <p>A. A memorandum B. A formal speech to a large audience C. A personal letter to the target receiver D. A personal face-to-face meeting with the target receiver</p>	2	CO1
6	<p>Which of these statements about non-verbal communication is FALSE?</p> <p>A. In conversations, more information is usually communicated non-verbally than verbally B. Non-verbal communication is less rule-bound than is verbal communication C. Non-verbal communication is usually more carefully thought out than is verbal communication D. Non-verbal communication plays a major role in emotional labor</p>	2	CO1
7	<p>According to path-goal theory, which leadership style or combination of styles would be most effective for people who are skilled and experienced in the job?</p> <p>A. Directive and supportive leadership B. Supportive and participative leadership C. Directive and participative leadership D. Participative leadership</p>	2	CO1
8	<p>The competency (trait) perspective of leadership:</p> <p>A. States that leadership exists mainly in the perceptions of followers B. Is often applied by organizations when selecting executives and future leaders C. Is the most recently developed perspective of leadership D. States that the most appropriate leadership style depends on the situation</p>	2	CO1
9	<p>Which of the following best represents the most common linkage between attitudes and behaviour?</p> <p>A. Intentions→feelings→beliefs→behavior B. Behavior→job satisfaction→cognitive dissonance→organizational commitment C. Beliefs→feelings→intentions→behavior D. Cognitive dissonance→behavioral intentions→job satisfaction→behavior</p>	2	CO1
10	<p>Self-awareness is the ability to perceive and understand the meaning of:</p> <p>A. Self-management B. Relationship management C. Conscious information D. One's own emotions</p>	2	CO1

SECTION B (20 Marks)			
1	Provide examples of terms that were originally intended to pay respect to women, and explain how they have taken on new meanings and have become lower in status.	5	CO2
2	Explain the socio-cultural approach to psychology	5	CO2
3	How does communication flow through channels between the sender and receiver?	5	CO2
4	Briefly discuss employee contingencies under path-goal theory.	5	CO2
SECTION-C (30 Marks)			
1	Describe the method of introspection used by the proponents of structuralism. Provide an example	10	CO3
2	What function does communication play in organizations?	10	CO3
3	Discuss and provide an example on how emotions influence attitude and behavior.	10	CO3
SECTION-D (30 Marks)			
1.	A highly successful leader, known for her participative style and commitment to servant leadership, is being transferred to a senior management position in Hong Kong. What advice would you give her to ensure she continues to be successful in leading and motivating her employees?	15	CO4
2	Your employees are skilled and experienced customer service representatives who perform non-routine tasks, such as solving unique customer problems or special needs with the company's equipment. Utilise path-goal theory to identify the most appropriate leadership style(s) you should use in this situation. Be sure to explain your answer and discuss why other styles are inappropriate.	15	CO4

