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EASTERN UNIVERSITY, SRI LANKA
FACULTY OF COMMERCE AND MANAGEMENT

Final Year First Semester Examination in Bachelor of Business Administration /
Specialization in Human Resource Management
2013 / 2014 (Proper / Repeat) (December 2015 / January 2016)

HRM 4053 Organizational Psychology

Answer all questions

Time: 03 Hours

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

Case Study: Heinz Steals the Drug

In Europe, a woman was near death from a special kind of cancer. There was one drug that the doctors thought might save her. It was a form of radium that a druggist in the same town had recently discovered. The drug was expensive to make, but the druggist was charging ten times what the drug cost him to make. He paid \$200 for the radium and charged \$2,000 for a small dose of the drug. The sick woman's husband, Heinz, went to everyone he knew to borrow the money, but he could only get together about \$1,000 which is half of what it cost. He told the druggist that his wife was dying and asked him to sell it cheaper or let him pay later. But the druggist said: "No, I discovered the drug and I'm going to make money from it." So Heinz got worried and broke into the man's store to steal the drug-for his wife. Should the husband have done that? (Kohlberg, 1963, p. 19)

Respond to the following questions. You must explain the reasoning behind your "yes" or "no" answer.

i) Should the husband have broken into the man's store to steal the drug for his wife? Why or why not?

(05 Marks)

ii) Did Heinz have a right to steal the drug?

(05 Marks)

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iii) Was Heinz violating the druggist's rights?

(05 Marks)

iv) Heinz have three option in this scenario:

Option 1: Steal the drug and also take the prescribed punishment for stealing

Option 2: Not steal the drug

Option 3: Steal the drug and live happier with his wife

Which option you will select for the above case study? Comment your answer.

(05 Marks)

(Total 20 Marks)

Q2. i) *“Industrial and Organizational Psychology (I-O Psychology) is the application of psychological principles to the workplace (anywhere people work)”.*
How the I-O Psychology will help people to do their jobs? Describe.

(05 Marks)

ii) *“Personality is the wide term, which is the result or net effect of different circumstances and factors”.*
Comment.

(05 Marks)

iii) *“The founder of psychoanalytic theory was Sigmund Freud”.*
Explain Freudian theory with two parts of the mind and structural model.

(06 Marks)

iv) *“The ego has some tools it can use in its job as the mediator; tools that help defend the ego”.*
Elaborate this statement with the help of defense mechanisms.

(06 Marks)

(Total 22 Marks)

Q3. i) *“Stressed is Dessert spelled in backwards”.*

Comment this statement.

(04 Marks)

ii) Briefly elaborate any two EQ competencies which correlate with the workplace success.

(04 Marks)

iii) State any two theories which attempt to understand why we experience emotion.

(06 Marks)

iv) Briefly state the types of political games or tactics and explain the pros and cons of political behavior.

(06 Marks)

(Total 20 Marks)

Q4. i) *“Criteria for determining levels of goodness, worth or beauty”.*

Briefly explain the values mentioned under the SCANS report with example.

(06 Marks)

ii) Explain any four (04) factors which influence on moral development of adolescence with suitable examples.

(06 Marks)

iii) *“Moral development requires that one learns to acquire forms of pro-social behavior”.*

Briefly explain any one of the moral developmental theory with suitable examples.

(06 Marks)

(Total 18 Marks)

Q5. Mark the most appropriate answers in your answer script
(10 * 02 Marks = 20 Marks)

- i) Extroversion will not consist,
 a) Pessimism
 b) Talkative
 c) Social
 d) Assertive
- ii) ID is based on our,
 a) Reality Principle
 b) Pleasure Principle
 c) Ethical Restraints
 d) None of the above
- iii) Contents of the unconscious mind are,
 a) Acceptable and Pleasant
 b) Unacceptable or Unpleasant
 c) Memory and Mind
 d) Memory and Nervous
- iv) EGO's jobs want to,
 a) Satisfy the id's impulses, not offend the moralistic character of the SUPEREGO
 b) Offend ID and SUPEREGO
 c) Satisfy the SUPEREGO and ID
 d) None of the Above
- v) EGO defense mechanisms are,
 a) Intellectualization, Rationalization and Sublimation
 b) Intellectualization, optimization and Sublimation
 c) Intellectualization, Supplementation and Supersession
 d) Instillation, Rationalization and Sublimation
- vi) The freedom to make decisions without referring to a specific rule or receiving permission from someone else is known as,
 a) Visibility
 b) Centrality
 c) Discretion
 d) None of the Above

- vii) Half's career stage model consist,
- a) Four Stages
 - b) Seven Stages
 - c) Three Stages
 - d) Five Stages
- viii) If individual seeks identity for himself is called as under Half's Career model is,
- a) Establishment
 - b) Maintenance
 - c) Exploration
 - d) Self-Management
- ix) In which stage a person has the "Grey Power",
- a) Maintenance stage
 - b) Growth stage
 - c) Exploration stage
 - d) Decline stage
- x) Mid - life crisis will start on the age of,
- a) 40 - 45
 - b) 45 - 50
 - c) 30 - 50
 - d) 21 - 30