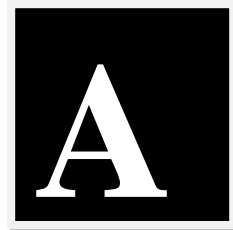

CBAT, KUSHTIA

SUB: Industrial Psychology- 4204

Class Note



Name :.....
Program : BBA(Hons)
Semester:.....
Roll.No :.....
Registration No:.....

MD.AHSAN-KABIR

Fellow (M.Phil)

MSS(ECO), BSS(ECO), 1st class 1st
Islamic University, Kushtia.

Lecturer

Faculty of Business Administration

College of Business Administration & Technology(CBAT).

National University.

Website:-

www.ahsan-kabir.blogspot.com

Industrial psychology

1st Chapter

1. Definition of Industrial Psychology.

Ans: William C. Howell & Robert L. Depbove, “Industrial psychology seeks to understand people in the industry and to apply what it learns in the interest of effecting some kind of improvement.

Milton L. Blum James C. Naylor, “Industrial psychology is simply the application or extension of psychology facts and principles to the problems concerning human being operating within the context of business and industry.”

2. Functions of Industrial psychology?

Ans: Advising to management/ Industrial counseling/ Time, motion & study/ Job analysis/ Marketing research/ Selection and testing/ Training and development/ Creating leadership/ Human engineering/ Public relations/ Behavior modification/ Other functions.

3. Importance of Industrial psychology?

Ans: Solution of psychological problems/ Behavior change/ Increase productivity/ Human relations development/ Appropriate training/ Determining causes of labor turnover/ Reducing absenteeism/ caution in testing/ removing frustration/ increasing welfare facilities/ creating qualified leadership/ Group formation/ Stability in personality.

4. Problems of Industrial psychology in Bangladesh?

Ans: Reluctance of Management/ Insufficiency of industrial psychology/ Industrial counseling/ Research and development/ Labor turnover and absenteeism/ Time, motion and fatigue study/ Dissatisfaction, low morale and motivation/ Labor-Management Relationship/ Human behavior/ Personality, emotion and feelings.

5. The Application of psychology to remove the Industrial problem of Bangladesh?

Ans: psychology in changing abnormal behavior/ psychology in developing human relations/ psychology in selection of personal and Training/ psychology in determining the causes of labor turnover/ psychology in increasing welfare facilities/ psychology in creating leadership/ psychology in group dynamism/ psychology in preventing accident.

6. Psychology is a Behavioral Science-Discuss?

Ans: Overt behavior/ Covert behavior/ Molar behavior/ Molecular behavior/ Voluntary behavior/ Involuntary behavior.

7. psychology is a behavioral science-Explain.

Ans: Joseph Ritz said, “behavioral is a function of both the individual who is a behaving and the environment in which he or she is behaving.”

For the better analysis psychology provide different behavior is different ways are as follows: Moral behavior/ Molecular behavior/ court behavior/ outer behavior/ voluntary behavior/ Involuntary behavior.

2nd Chapter

8. Define of Individual Behavior?

Ans: Behavior is always the product of two things, the nature of the individual or organism that behaves, and the nature of the situation in which the individual finds himself N.R.F. Maier.

Behavior is that person which is expressed just after facing tension or stimulus.

9. Nature/Feature of Individual?

Ans: Rational/ Emotional/ Behavioristic/ phenomenological/ Economic/ Self-actualizing man.

10. Basic Causes of Behavior?

Ans: Incident/ Fatigue/ Anxiety/ Insufficient pay/ Insufficient facilities/ Insecurity/ Additional benefits/ Demand for peace.

11. Factors Influencing Behavior?

Ans: (i) Individual Factors : Perception/ Attitude/ Aptitude/ Personality/ Intelligence/ Values/ Physical characteristics. (ii) Situational Factors: Methods of work/ Work space/ Plant layout/ Nature of supervision/ Work environment/ Policy of organization/ Methods of training/ type of incentives.

12. Same stimulus Different behavior?

Ans: Day dreaming/ Neglecting to follow safe/ poorer to quality of work/ Increase work of peace/ Hyper sensitiveness to reappraise image/ disagreeableness to their employee/ Failure to report forward.

13. Behavioral Difference Between labour & Management.

Ans: Control/ pattern of honary/ Education/ Direction/ Role in policy making/ Higher training/ Conducting meeting/ Standard of living/ Quality control/ Formation of Union/ Business skill.

4th Chapter

14. Definition of Attitude?

Ans: Roedige, "A fairly stable disposition toward particular people, institutions or issues."

Neurtrom & Dvis, "Attitudes are fallings and beliefs that largely determine how employes will perceive their environment.

15. Function of Attitude?

Ans: Determining meanings/ Reconciling contradictions/ Organizing facts/ Adjusting/ Values expression/ Knowledge earnings/ Position holding/ Organising the facts/ Selecting facts.

16. Ways to Change or Improve Attitudes?

Ans: Changing Facts/ Experience/ Role-playing/ Use of lidtening skills/ Discussion/ Good supervision/ Persuation/ Learning/ Information/ Role changes/ Group affiliation/ application of law/ The effect of personal contract/ personality/ participation in dicision.

17. Difference between perception & Attitude?

Ans: Definition/ Evaluation/ Nature/ Selectivity/ influence/ Organisation/ New stimulation.

18. How attitude influence on productivity?

Ans: (i) Favorable attitude : More productivity/ (ii) Unfavorable attitude : Low productivity.

19. Differences between attitude and Motivation?

Ans: Goal/ Relation/ stability/ Evaluation.

6th Chapter

20. Learning principles?

Ans: Participation/ Repetition/ Relevance/ Transference/ Feedback/ Schedules of learning/ Part Vs. whole training/ Motivation.

21. Theories of Learning?

Ans: Trial & error theory/ Conditioned reflex theory/ Wholistic theory.

22. Kinds of Learning?

Ans: Classical Conditioning/ Operant learning/ avoidance learning/ Cognitive learning: Information and meanings, Habits and skills, social behavior/ Personal idiosyncrasy.

23. Difference between Learning & Training?

Ans: Definition/ Scope/ Formalities/ subject/ Evaluation/ stability.

24. Making Learning effective?

Ans: Capacity of learner/ Motivation of learning/ Goal oriented learning/ Conception of output/ Positive incentive/ emotion/ Simplicity of subject/ Distributed learning/ Presentation of subject/ participation/ Past learning/ Practical/ Learning method/ Learning materials.

7th Chapter

25. Definition of frustration?

Ans: Zimbardo, “Denial or thwarting of motives by obstacles that lie between organism & goal.”
Joseph Rubinstein, “Frustration is a feeling of discomfort or insecurity aroused by a blocking of gratification or unresolved problems.”

26. Causes or General condition of Frustration?

Ans: Conflict of motivation/ Limitation of individual power/ Environmental obstacle/ External barrier/ High ambition/ Hard competition/ Lack of facilities.

27. Symptoms/ Nature/ Characteristics of Frustration?

Ans: Aggression/ Regression/ Abnormal fixation/ resignation/ withdrawal/ compromise/ sublimation/ rationalization/ projection.

28. Evaluation of Frustrated Behavior?

Ans: (i) Recognizing instances of frustration/ (ii) The principle of availability: Nearness/ Training/ Habit/ simplicity of an act/ Fixation/ Individual differences.

29. Deference’s between Motivated Behavior & Frustrated Behavior.

Ans: Goal/ Tension/ Panishment/ Flexibility in behavior/ Nature of behavior/ Learning/ job satisfaction/ Disciplinary.

30. Means of Removing Frustration?

Ans: Evaluation frustrated behavior/ Constrictive view/ Correcting the situation/ job evaluation/ Role evaluation/ two-way communication/ Catharsis/ Counseling.

8th Chapter

31. Define of Motivation?

Ans: M.J. Gannon, "Motivation basically means an individual's needs, desires and concepts that cause him or her to act in a particular manner."

Encyclopedia of Management, "Motivation refers to the degree of readiness of an organism to pursue some designated goal, and implies the determination of the nature and locus of the forces inducing the degree of readiness.

32. Method/ Techniques/ Way/ Factors of employees Motivation?

Ans: (a) Financial incentive : High salary/ Promotion/ Bonus/ Share of profit/ Medical facilities/ Residential facilities/ Transport facilities/ Reward/ Other financial facilities. (b) Non-financial incentive: (i) Commitment: Certain goal/ security of job/ opportunity of promotion/ Training facility/ Recognition of work/ Application of objective management/ Following proper management rule. (ii) Opportunity to secure success: Proportionality of responsibility & power/ Equal distribution of power & Responsibility/ Opportunity of autonomy in own job area/ Developing job/ environment of participatory decision making/ Direct communication/ Satisfying the social & esteem need/ Encouraging in creativity.

33. Motivation process?

Ans: (a) Needs and drives: Environment/ (b) Tension : Opportunity/ Goals and incentives, (C) Performance: Ability, (d) Reward, (e) Need Satisfaction.

34. Role of Money in Motivation?

Ans: Fulfillment of demand/ Safety/ Social need/ job satisfaction/ Achievement of skillness/ Reduce labour turnover.

35. Why money is not the Only Incentive in employee Motivation?

Ans: positive environment/ Job security/ Proper evaluation/ Humanitarian behavior/ Personal power/ Training Facilities.

36. Motivation of industrial Sector's employees?

Ans: (i) Financial incentive: High/ salary/ promotion/ bonus/ Share of profit/ Medical facilities/ Residential facilities/ Transport facilities/ Reward/ Other financial facilities. (ii) Non-Financial incentive: Proper environment/ Good working method/ Reorganization/ Safety/ Specificity/ Training/ skill supervision/ cordial/ welfare system/ democratic management.

37. Maslow's Need Hierarchy Theory?

Ans: Physiological needs/ Safety needs/ Social needs/ esteem needs/ self actualization needs.

38. Causes of poor Motivation?

Ans: Minimal job training/ Lack of clarity of goals/ Lack of feedback/ Messy work areas/ Social facilitation or distraction/ repetitiveness.

39. Distinction between Motivation and Morale.

Ans: Definition/ Expression/ Relation/ Inspiration/ Dependency/ condition/ Conditional

40. Relations between Motivation and Production?

Ans: Industrial relationship development/ easy supervision/ Increase job discipline/ reduce wastage/ Increase employees skill/ Increase job satisfaction/ positive group behavior/ Flexibility/ cope with unexpected incident.

19th Chapter

41. What is Leadership?

Ans: Keith Devis, "Leadership is the process of encouraging and helping others to work enthusiastically toward objectives."

Hicks and Gullet, "Leadership is the ability to influence (throughout whatever means the behavior of others in a particular direction.)"

42. Factors considering in successful Leadership?

Ans: Achieving membership/ skill organisor/ Reward or punishment system/ Jusge's role/ Create strong morality/ Achiving confidence/ Facing Crisis/ Understanding perception/ Symbol of welfare for followers.

43. Qualities of a Successful Leader?

Ans: Membership/ Maturity of mentality/ Ability to counseling/ Concept about followers/ Personality development/ Create group morality/ workers development/ Flexibility & Elasticity/ Acceptability of criticism/ equity of character/ providing ability/ personality/ Inquisition mentality.

44. Base of a Leader's power?

Ans: Legitimate power/ Reward power/ Coercive power/ Personal power/ Expert power/ Political power.

45. Importance/ Role of Leadership?

Ans: Achieve organizational Goal/ Group efforts/ Create motivation/ Influence worker's behavior/ Introducing changes/ Ensure output/ Develop morality/ Flourish skilled men power/ Flourish human quality/ Remove Uncertainty/ Increase productivity/ Develop attitude & view/ Develop relationship.

46. Leadership patterns?

Ans: Autocratic leadership/ Paternalistic leadership/ Democratic leadership/ Free-rein leadership/ Formal and informal leadership/ Organizational and personal leadership/ Job-Centered and people centered leadership.

47. Difference between Autocratic, Democratic & Free-rein leadership?

Ans: Decistion making/ Motivation/ Communication/ Measurement/ work distribution.

48. Factors to be Considered in determining the type of leadership?

Ans: Personal qualities and attitude of a manager/ Attitude of subordinates/ Situational factors/ External forces.

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49. Definition of counseling?

Ans: Counseling is referred to the discussion of a conational problem with an employee with an objective of reducing intensity.

Newstrom & Keith Douis: counseling is discussion with an employee of a problem that usually has emotional content in order to help the employee cope with it better.”

50. Role or objectives of counseling?

Ans: proper work reevaluation/ emotion control/ Increase skill/ professional evolution/ changing view/ Develop environment/ Personal research/ Increase productivity/Job satisfaction/ Develop mental health/ increase self confidence .

51. Causes of counseling need/ Importance?

Ans: Developing Relation/ Gaining conception/ Delivery of information/ Solve industrial unrest/ Imbalanced Talent/ Necessity of support/ Correct planning and development/ Reduce mental stress/ Organizational development/ Remission of emotion/ Personal development/ Increase employee factor/ create favorable environment.

52. What counseling Can do?

Ans: evidence/ Reassurance Communication/ Relief emotional anxiety/ materialism though/ Reorientation.

53. Process of Employee counseling?

Ans: Pre-Thinking/ Communication/ Discussion Program/ Analyses/ Tentative solution/ Final solution.

54. Types or Techniques of Counseling?

Ans: (i) Directive counseling : It is the process of listening to an employee problem, Deciding with the employee what should be done and then telling and motivating the employee to do it. (ii) Non-Directive counseling: It is the process of skillfully listening to an employee and helping them to explain their problems, understand them and determine appropriate solutions. (iii) Co-Operative or Participative counseling : It is a mutual counselor. Counselor Relationship that establishes a co-operative exchange of ideas to help solve a counseling problem.

55. Different between Directive and Non- Directive Counseling?

Ans: (i) Directive Counseling : Method= It is counselor choice/ Responsibility= It's Responsibility independent/ Status= It is directive counseling and counselor is better than the employee/ Role= employee is secondary/ Important= It is Less Important to employee/ Basis= it is specific and direct/ Consequence= It is more consequence than non directive counseling/ Nature= It is one kind of autocratic.

(ii) Non-Directive Counseling : Method= It is client wise/ Responsibility= It depends on directive counseling / Status=counselor and employee is same/ Role= employee is independent from

psychology / Important= It is more Important to employee/ Ban's= it is not specific and direct counseling / Consequence= It is not so/ Nature= It is participation with other.

56. Need for Study/ Read of Industrial psychology?

Ans: Selection of employee/ Solving psychological problem/ Morale development/ Motivation/ Increase/ Leadership/ Capacity and communication/ buyer attraction/ Facing competition/ analyzing behaviors/ prescribe the way of solving fatigue/ Easily solution problem/ Increasing efficiency.

57. What is job Satisfaction?

Ans: Job Satisfaction is pleasurable or positive emotional from the appraisal of one job or experience on the other hand. Job Satisfaction is an attitude that workers have about their job which results from their perceptions of the job.

According to Johan W.Newstrom and Keth Davis, "Job Satisfaction is a state of favorable and unfavorable feeling and emotions with which employees view their work.

58. Discuss the Relation of job Satisfaction to other variables?

Ans: Turnover and absenteeism/ age of workers/ occupation/ community conditions.

59. Job Satisfaction and productivity?

Ans: (i) **Job Satisfaction:** Job Satisfaction is pleasurable or positive emotional from the appraisal of one job or experience on the other hand. Job Satisfaction is an attitude that workers have about their job which results from their perceptions of the job. (ii) **Productivity :** When the workers job Satisfaction is higher than the productivity is increase and workers job Satisfaction is lower than the productivity increase. A lent we can say that if the workers job Satisfaction is high than the productivity is high.

60. What are the Determinants of Job Satisfaction?

Ans: (i) **Job Related Factors:** pay/ the work itself/ Opportunity of development/ Job security/ Autonomy/ Responsibility/ work environment/ (ii) **Personal Factors:** Age/ Sex/ intelligence/ experience/ Utilization of skills/ personality/ (iii) **Factors outside the Job.**

Chapter 10

61. Definition of worker participation.

Ans: Keith Davis: Participation is defined as mental and emotional involvement of persons in group situations that encourage them to contribute to group goals and share responsibility for them.

Dale S. Beach: Participation is used to designate the process by which people contribute ideas towards the solution of problems affecting organization and their jobs.

62. Role of union Participation.

Ans: Placing demands/ Emphasizing welfare/ Selected representative/ Public disrepute/ Unity may be strengthened/ Mitigating misunderstanding.

63. Benefits of Participation.

Ans: More productivity/ Development of motivation/ Increased job satisfaction/ Quality of work/ Changed decision/ Commitment to goal achievement/ Less cost and time/ Low turnover/ Minimum

absenteeism/ Cordial relationship/ Work enthusiasm/ Increased creativity/ Sense of responsibility/ Easy decision making/ Development of morale/ Increased capacity influence/ Positive work environment.

64. Important considerations in Participation.

Ans: Union attitudes towards Participation/ Limitations of Participation/ Management involvement.

65. Limitation of Participation.

Ans: Lower level workers cannot participate/ Lack of confidence/ Problems with accommodation/ Problems with scientific management/ Employee manipulation/ Costly and time consuming/ Feudalistic mentality/ Problems of show down/ More political involvement/ Less training.

66. Pre-requisites for Participation.

Ans: Adequate time to Participation/ Potential benefits grater than costs/ Relevance to employee interests/ Mutual ability to communicate/ No feeling of threat to either party/ Restriction to the area of job freedom/ Favorable environment/ To management commitment/ Sense of responsibility/ Policy support/ Cultural heritage of the organization.

27. Forces affecting Participation.

Ans: Research results/ Pressure for productivity improvement/ Utilization of employee diversity/ Employee desires & expectations/ Ethical argument.

67. Participation by employees is effected through several method like/ levels of Participation.

Ans: Participation at the board level/ Participation through ownership/ Participation through complete control/ Participation through staff or works council/ Participation through joint council & committee/ Participation through collective bargaining/ Participation through job enlargement & job enrichment/ Participation through suggestion schemes/ Participation through quality circles/ Empowered teams/ Total quality management/ Financial Participation.