

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT  
TEST -2 EXAMINATIONS- APRIL 2025

PhD Course work

COURSE CODE (CREDITS): 16PIWHS131 (3)

MAX. MARKS: 25

COURSE NAME: INDUSTRIAL PSYCHOLOGY

COURSE INSTRUCTORS: TNS

MAX. TIME: 1 Hour 30 Min

*Note: (a) All questions are compulsory.*

Q.No	Question	CO	Marks
Q1.	If the right techniques are used, can everyone be motivated to perform well? Why do you think that? What techniques can be used to motivate employees?		5
Q2	Taco Bueno is a fast casual Mexican-food restaurant chain. It opened its first restaurant in 1967 in Abilene, Texas, and now has over 185 locations . Taco Bueno emphasizes fresh quality food, affordable prices, and fast service times. Rather than bringing in prepared food, items such as salsa, guacamole, and seasoned beef are prepared fresh at each location—a policy that increases the food preparation time but results in higher-quality food. Menu items include burritos, tacos, nachos, tostadas, quesadillas, and salads. Customers can order food inside the restaurant or through the drive-thru lane. Both cash and credit cards are accepted. Five principles constitute the “Bueno Way”: Integrity: We base our actions and words on the highest level of honesty. Customer focus: We strive to deliver 100% guest satisfaction. Teamwork: We act as one, encourage communication, and respect diversity. Accountability: We see it, own it, and take charge! Spirit: We have fun, celebrate victories, and share our success. The goal of the restaurant is to get the orders to the customers within 60 seconds of their pulling up to the cashier. To meet or better this goal, Taco Bueno wanted to improve the time spent taking and completing orders in the drive thru lanes at its 185 + restaurant locations. The restaurant’s reasoning is that fast delivery speeds not only increase the average number of cars that can be served in an hour, but also reduces the number of people who might not patronize the restaurant if they see long, slow-moving lines. How would you motivate employees to improve the drive-thru speed at Taco Bueno?		5
Q3	Elucidate with right examples the consequences of employee dissatisfaction and negative attitude in the following : Absenteeism, Turnover, lack of organization citizenship,		6
Q4	Employment tests must be valid and fair to pass legal scrutiny. Such methods as passing scores, rules of three, and banding can provide some flexibility in who gets hired—flexibility that often is used to reduce adverse impact. Almost every topic has potential ethical issues associated with it. From an ethical perspective, should an employer care about issues such as adverse impact? How far should an organization go to increase diversity? Over the years I have had many discussions with colleagues who thought that their organization either wasn’t doing enough to ensure fairness in its testing process or was going so far to the extreme that minorities and women were being favored. What is your opinion on the following : a) To increase diversity, it is often legal to consider race or gender as a factor in selecting employees. Although legal, do you think it is ethical that race or gender be a factor in making an employment decision? How much of a role should it play? b) Is it ethical to hire a person with a lower test score because he or she seems to be a better personality fit for an organization? c) If an I/O psychologist is employed by a company that appears to be discriminating against Hispanics, is it ethical for her to stay with the company? What ethical obligations does she have?		3 3 3