

00412

**MASTER OF ARTS (PSYCHOLOGY)**

**Term-End Examination**

**December, 2017**

**MPCE-031 : ORGANIZATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

*Note : All Sections are compulsory.*

*Marks are shown against each section.*

**SECTION - A**

**Note :** Answer **any two** of the following questions  
in about **450** words each : **2x10=20**

1. Discuss the different organisational metaphors provided by Morgan. **10**
2. Discuss the reinforcement theory. Critically evaluate and describe the managerial implications of the theory. Critically evaluate reinforcement theory. What are the managerial implications of the reinforcement theory ? **6+4**
3. Define the concept of 'conflict'. Describe the various sources and causes of conflict. **3+7**
4. Discuss the five basic principles involved in managing change. **10**

**SECTION - B**

**Note :** Answer **any four** of the following in about **250 words each :** **4x6=24**

5. Discuss the concept of Organization Behaviour Management (OBM). Elucidate the five step plan for OBM programme. **3+3**
6. What are the different strategies of employee involvement used by organisations and their effects on management ? **6**
7. Describe the nature and functions of management. **3+3**
8. What are the different factors and characteristics that influence leadership in organizations ? **3+3**
9. Describe the various classifications of motives at work. Explain the general model of work motivation. **3+3**

**SECTION - C**

**Note :** Write brief notes on **any two** of the following in about **100 words each :** **2x3=6**

10. Kotter's, "Eight steps to successful change". **3**
11. Components of Organisational Commitment. **3**
12. Job characteristics model. **3**

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Term-End Examination

June, 2017

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SECTION - A

Note : Answer any two of the following questions  
in about 450 words each : 2x10=20

1. Critically evaluate any two models of 5+5 organisations.
2. Explain the various techniques that an 10 organisation can adopt to increase the morale and productivity of employees.
3. Compare the Need Hierarchy theory with the two 10 factor theory of motivation.
4. Describe any two theories of learning and their 5+5 implications for organisations.

Note : Answer **any four** of the following questions  
in about **250 words** each :  $4 \times 6 = 24$

5. Discuss the Vroom's Expectancy theory and its managerial implications. 6
6. Outline the characteristics of work motivation. Discuss the importance of motivation in organisations.  $2+4=6$
7. Briefly discuss the twelve C's of Team building. 6
8. Identify Thomas and Kilman's five main styles of dealing with conflict. Discuss the various steps involved in conflict resolution.  $2+4$
9. Describe briefly the characteristics of the field of Organisational Behaviour. 6

SECTION - C

Note : Write brief notes on **any two** of the following  
in about **100 words** each :  $2 \times 3 = 6$

10. Types of organisations. 3
11. Goal setting theory. 3
12. Mc Clelland's Learned Needs Theory. 3



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*Note : All Sections are compulsory.*

**SECTION - A**

Answer **any two** of the following questions in about  
500 words each :

**2x10=20**

1. Discuss the various characteristics of the field of Organisational Behaviour. **10**
2. Describe any two content theories of motivation. **10**
3. Define Organisational Commitment. Explain the components of Organisational Commitment. **3+7=10**
4. Discuss the characteristics and approaches of leadership. **5+5=10**

**SECTION - B**

Answer **any four** of the following questions in about  
300 words each :

**4x6=24**

5. Discuss the nature of organisations. **6**
6. Explain the importance of motivation in organisations. **6**

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7. Describe Kolter's eight steps to successful organizational change management. 6
8. Discuss the principles of conflict resolution. 6
9. Describe the general principles of social learning theory. 6

### SECTION - C

Write short notes on **any two** of the following in about 100 words each : 2x3=6

10. Distinguish between primary and secondary motives. 3
  11. Cognitive mapping. 3
  12. Flexible working hours. 3
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**MASTER OF ARTS (PSYCHOLOGY)**

**Term-End Examination**

**June, 2016**

**MPCE-031 : ORGANIZATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

*Note : All Sections are compulsory.*

**SECTION - A**

Answer any two of the following questions in about 450 words each :

**2×10=20**

1. What is an organisation ? Discuss the organisational metaphors as mentioned by Morgan. **2+8=10**
2. Discuss the various models of organisational behaviour. **10**
3. Describe the nature, process and characteristics of work motivation. How is motivation related to performance ? **8+2=10**
4. Discuss in detail any two process theories of motivation. **10**

**SECTION - B**

Answer **any four** of the following questions in about **250** words each : **4x6=24**

5. Discuss the approaches and nature of management. **6**
6. Describe Organizational Behaviour Management (OBM). Explain the role of ethics in OBM. **2+4**
7. Explain the various methods of creating an effective team. **6**
8. Discuss the concept of compressed work week with suitable examples. **6**
9. Define Total Quality Management (TQM). Explain in detail employee ownership. **2+4**

**SECTION - C**

Write short notes on **any two** of the following in about **100** words each : **2x3=6**

10. Organisational paradigm shift. **3**
11. Steps in conflict resolution. **3**
12. Behaviour systems analysis. **3**





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**December, 2015**

**MPCE-031 : ORGANIZATIONAL BEHAVIOUR**

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*Note : All sections are compulsory. Marks are shown against each question.*

**SECTION A**

*Answer any two of the following questions in about 500 words each :*

*2×10=20*

1. Describe briefly some basic premises that the field of organizational behaviour makes about the nature of people. 10
2. Define organizational commitment. Discuss its components. 2+8
3. What are the important types of organisational change ? Discuss the various issues related to change management. 3+7
4. Discuss organizational behaviour management. 10

**SECTION B**

Answer any **four** of the following questions in about 300 words each :

4×6=24

5. Define organizational behaviour, 'Organizational Behaviour adopts a cross-cultural approach.' Comment. 2+4
  
6. Examine McClelland's learned needs theory. What are its implications for organizations ? 4+2
  
7. Elucidate briefly various conflict resolution techniques. 6
  
8. How do flexible working hours motivate managers towards higher morale and productivity ? 6
  
9. Discuss the concept of employee ownership. 6

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**SECTION C**

Write brief notes on any **two** of the following in about  
100 words each :

2×3=6

10. Autocratic model of organizational behaviour 3
11. Importance of work motivation in organization 3
12. Team management 3

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**MASTER OF ARTS (PSYCHOLOGY)**

**Term-End Examination**

**June, 2015**

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**MPCE-031 : ORGANIZATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

*Note : All sections are compulsory.*

**SECTION A**

*Answer any two of the following questions in about 500 words each :*

*2×10=20*

1. What is organizational psychology ? Discuss the scope of organizational psychology. 3+7
2. Examine the four models of organizational behaviour. 10
3. Write a note on Vroom's Expectancy Theory with suitable examples. 10
4. Explain the process of motivation for higher morale and productivity. 10

**SECTION B**

Answer any **four** of the following questions in about  
300 words each :

4×6=24

5. What is work motivation ? Describe its characteristics. 6
6. Explain the job characteristics model. 6
7. Discuss the various techniques to resolve workplace conflict, with suitable examples. 6
8. Discuss how Self-Efficacy affects behaviour. 6
9. Elucidate the role of ethics in Organizational Behaviour Management. 6

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**SECTION C**

*Writes short notes on any **two** of the following in about 100 words each :*

**2×3=6**

- |   |          |
|---|----------|
| <b>10. Organizational Behaviour in Indian context</b> | <b>3</b> |
| <b>11. Measurement of Job Satisfaction</b>            | <b>3</b> |
| <b>12. Two characteristics of a leader</b>            | <b>3</b> |

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**M.A. IN PSYCHOLOGY (MAPC)**

**Term-End Examination**

**December, 2014**

**MPCE-031 : ORGANISATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

**Note :** Attempt *any five* questions in all. Each question is to be answered in about **500** words. All questions carry *equal* marks.

1. Elaborate the different characteristic features and goals of organisational behaviour in present scenario. **10**
2. Describe an organisation in the context of social system. Explain the different types of organisational behavioural model. **2+8=10**
3. Discuss the implications of Vroom's expectancy theory and Equity theory of motivation in work performance. **10**
4. Write **short notes** on the following in about **250 words** each. **5+5=10**
  - (a) Extrinsic and Intrinsic Motivation
  - (b) Components of Organisational Commitment

5. How can you classify leadership ? What are the different characteristic features of leadership ? 5+5=10
6. Explain the different types of organisational changes and issues of change management. 10
7. Discuss the twelve c's for team building. 10
8. Write **short notes** on **any two** of the following in about **250** words each. 5+5=10
- (a) Psychological contract
  - (b) Cognitive factors in social learning
  - (c) Steps of Organisational Behaviour modification plan
9. What are the different principles of conflict resolution ? Explain the different causes and sources of conflict. 2+8=10
10. Explain various strategies that can be adopted by an organisation to enhance employees morale and productivity ? 10





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**Term-End Examination**

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June, 2014 .

**MPCE-031 : ORGANISATIONAL BEHAVIOUR**

Time : 2 hours

Maximum Marks : 50

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**Note :** Attempt any **five** questions. All questions carry equal marks. Answer each question in not more than 500 words.

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1. 'Organisation is a function of machines, brains, cultures and political systems.' Justify the statement. 10
2. How do you define motivation ? Explain the different characteristics and process of motivation. 2+8
3. Critically evaluate the theory of Maslow's hierarchy of needs and Alderfer's ERG theory and state their relevance as content theories of motivation. 10
4. Write short notes on the following in about 250 words each : 5+5
  - (a) Comparative analysis of the models of Organisational Behaviour
  - (b) Schedules of Reinforcement

5. What are the different approaches of leadership ?  
Also explain the different factors/components of leadership. 5+5
6. Discuss the nature of management and different managerial functions. 10
7. Explain the steps for effective training approach for team and the different techniques of training a team. 10
8. Write short notes on any *two* of the following in about 250 words each : 5+5
- (a) Ethics in Organisational Behaviour
  - (b) Employee ownership
  - (c) 12 C's of Team building
9. What do you understand by the term 'workplace conflict' ? What are the different techniques of resolving workplace conflict ? 2+8
10. Discuss the two factor theory of Herzberg in organisational context. 10



No. of Printed Pages : 2

MPCE-031

**M.A. IN PSYCHOLOGY (MAPC)**

**Term-End Examination**

**December, 2013**

**MPCE-031 : ORGANISATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

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**Note :** *Attempt any five questions. Each question is to be answered in about 500 words. All questions carry equal marks.*

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1. Discuss the nature and goals of organizational behaviour. **10**
2. Discuss critically the impact of nature of people on the organizational behaviour. **10**
3. Define Job Satisfaction. What are the factors that contribute to job satisfaction. **3+7=10**
4. Write short notes on the following :
  - (a) Difference between primary and secondary motives. **5+5=10**
  - (b) Significance of motivation in organizations.
5. Discuss acceptance of goal as a major component in employee motivation. What are the managerial implications of goal setting theory ? **2+8=10**

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6. Discuss the application of Reinforcement theory in an organization. 10
7. What are the basic principles that a manager should keep in mind while planning for a change? How can these principles be applied in order to bring about a change in organization? 4+6=10
8. Describe the different techniques of training of a team in an organisation. 10
9. Elucidate the different principles of conflict resolution and explain the different methods of conflict resolution. 2+8=10
10. Write short notes on **any two** of the following :  
(a) Psychological contract 5+5=10  
(b) Principles of learning  
(c) McGregor's theory X and theory Y
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M.A. IN PSYCHOLOGY (MAPC)

Term-End Examination

June, 2013

MPCE-031 : ORGANISATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

*Note : Attempt any five questions. Each question is to be answered in about 500 words. All questions carry equal marks.*

1. Explain the evolutionary phases of organisational behaviour with reference to the Indian context. 10
2. What are the major conclusions that you can draw after studying the various models of organisation ? 10
3. What do you understand by the term 'work motivation' ? Elucidate the different characteristics of work motivation. 3+7=10
4. Write short notes on the following : 5+5=10
  - (a) Difference between extrinsic and intrinsic motivation.
  - (b) Mc. Clelland's need for achievement theory.

5. Discuss Equity theory as applicable to an organisation. 2+8=10
6. "Organizational Commitment is defined as an individual's feeling about the organization as a whole". Justify the statement with reference to the antecedents of organizational commitment. 10
7. What are the different types of organizational change ? Explain the different issues of change management. 4+6=10
8. How do you define conflict ? What are the different sources, causes and types of conflict ? 2+8=10
9. Elaborate Vroom's Expectancy theory of motivation. 10
10. Write short notes on *any two* of the following : 5+5=10
- (a) Flexible working hours
  - (b) Quality control circles
  - (c) Ethics in Organizational behaviour management.

**M.A. IN PSYCHOLOGY (MAPC)**

**Term-End Examination**

**December, 2012**

**MPCE-031 : ORGANISATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

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*Note : Attempt any five questions in all. Each question is to be answered in about 500 words. All questions carry equal marks.*

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1. Elucidate the principle of law of effect, as stated by Thorndike. What are the three different ways through which behaviour can be shaped ? **5+5=10**
2. How an organization can gain by adopting an organizational behaviour management programme? Highlight the ethical issues that should be taken care of while adopting such a programme. **5+5=10**
3. Describe any two of the process theories of motivation along with their implications in work and organization. **10**

4. 'An organization is a social system'. Justify the statement. Also explain the different types of organization. **4+6=10**
5. Define an 'Organization'. Explain the basic features of an organization. **2+8=10**
6. Write short notes on *any two* of the following :  
(a) Primary and secondary motives **5+5=10**  
(b) Reinforcement theory  
(c) Implications of Equity theory
7. What are the different antecedents and out comes of organisational commitment ? **10**
8. Classify 'leadership' on basis of its origin. **10**
9. Write short notes on the following : **5+5=10**  
(a) Issues of change management  
(b) Types of conflict
10. What are the different ways of creating an effective team? **10**





**M.A. IN PSYCHOLOGY (MAPC)**

**Term-End Examination**

**June, 2012**

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**MPCE-031 : ORGANISATIONAL BEHAVIOUR**

*Time : 2 hours*

*Maximum Marks : 50*

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*Note : Attempt any five questions in all. Each question is to be answered in about 500 words. All questions carry equal marks.*

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1. Elucidate the general principles and theory of social learning. What are the implications of the theory in work environment ? 5+5=10
  
2. Explain the steps of an 'organisation behaviour management' programme. What are the outcomes of 'organisation behaviour management' ? 6+4=10
  
3. Describe Herzberg's two factor theory and its implications in an organisational set up. 10
  
4. 'Every organization has a Psychological contract and an economic contract with its employees' Justify the statement. Also explain the different types of organization on basis of its primary activity. 4+6=10

5. Comparatively evaluate the different models of organization. 10
6. Write short notes on the following : 5+5=10
- (a) Work motivation
  - (b) Difference between extrinsic and intrinsic motivation
7. What are the different components of Organizational Commitment ? Differentiate between organizational commitment and job satisfaction. 5+5=10
8. Explain the different characteristics of a good leader. 10
9. Write short notes on *any two* of the following : 5+5=10
- (a) Team Building
  - (b) Conflict Resolution Techniques
  - (c) Principles of Change Management
10. Explain the five basic principles of managing change and their applications in an organization. 10