

No. of Printed Pages : 2

MPCE-031

M.A. IN PSYCHOLOGY (MAPC)

Term-End Examination

June, 2012

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. 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
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No. of Printed Pages : 2

MPCE-031

M.A. IN PSYCHOLOGY (MAPC)

Term-End Examination

December, 2012

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. 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
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MPCE-031

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.

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MPCE-031

M.A. IN PSYCHOLOGY (MAPC)

Term-End Examination

December, 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. 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**

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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MPCE-031

M.A. IN PSYCHOLOGY (MAPC)

Term-End Examination

00162

June, 2014 .

MPCE-031 : ORGANISATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

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

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, 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
-

No. of Printed Pages : 3

MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

June, 2015

01878

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

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



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01351

No. of Printed Pages : 3

MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

December, 2015

MPCE-031 : ORGANIZATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

*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

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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No. of Printed Pages : 2

MPCE-031

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

No. of Printed Pages : 2

MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

December, 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 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**

- | | | |
|----|---|---|
| 7. | Describe Kotter'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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No. of Printed Pages : 2

MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

June, 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 : $2 \times 10 = 20$

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

SECTION - B

Note : Answer **any four** of the following questions
in about **250 words** each : **4x6=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 : **2x3=6**

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

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MPCE-031

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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MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

June, 2018

MPCE-031 : ORGANIZATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

Note : (i) *All sections are compulsory.*
(ii) *Instructions for each section are given in the respective sections.*

SECTION - A

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

1. Give a comparative analysis of autocratic and collegial models of organisational behaviour. 10
2. Discuss the factors contributing to successful team building. 10
3. Discuss any two content models of work motivation. 5+5
4. Explain Vroom's Expectancy theory and it's implications for managers. 10

SECTION - B

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

5. Describe the different types of organizations. **6**
6. Discuss the importance of motivation in organizations. **6**
7. Explain the general principles of social learning theory. **6**
8. Elucidate Kotter's 'Eight steps to successful change'. **6**
9. Explain the open systems approach to the study of organizations. **6**

SECTION - C

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

10. Holistic organisational behaviour **3**
 11. Extrinsic motivation **3**
 12. Extinction **3**
-

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MPCE-031

00841

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

December, 2018

MPCE-031 : ORGANIZATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

- Note :
- (i) All sections are compulsory.
 - (ii) Instructions for each section are given in the respective sections.

SECTION - A

Answer any two of the following questions in about 450 words each : $2 \times 10 = 20$

1. Define work motivation. Describe the characteristics and process of work motivation. 10
2. Analyze the meaning of an organization in terms of morgan's eight metaphors. 10
3. Discuss the various characteristics and approaches of leadership. 5+5
4. Analyze the reinforcement theory of motivation and discuss the implications of the theory for managers. 10

SECTION - B

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

- | | | |
|----|--|---|
| 5. | Explain the goals of organizational behaviour. | 6 |
| 6. | Discuss the custodial model of organizational behaviour. | 6 |
| 7. | Differentiate between primary and secondary motives. | 6 |
| 8. | Explain the components of organizational commitment. | 6 |
| 9. | Discuss the significance and drawbacks of Quality Control Circles. | 6 |

SECTION - C

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

- | | | |
|-----|---|---|
| 10. | Extrinsic and Intrinsic job satisfaction. | 3 |
| 11. | Sources of interpersonal conflict. | 3 |
| 12. | Porter - Lawler model. | 3 |

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MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

01645 June, 2019

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. Compare and contrast autocratic model and collegial model of organizational behaviour. Cite relevant examples in support of your answer. 10
2. Define work motivation and its process. Discuss the characteristics of work motivation. 5+5
3. Discuss any two process theories of motivation and their managerial implications. 10
4. Describe the various components of conflict resolution. 10

SECTION B

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

4×6=24

5. “Organizational behaviour adopts a cross-cultural approach.” Discuss. **6**
6. Examine the significance of psychological contract and People Organisational Relationship. **6**
7. Describe the salient features of job satisfaction. Explain the relationship between job satisfaction and life satisfaction. **3+3**
8. What is organizational behaviour management ? Discuss the various ethical concerns while following it. **2+4**
9. Discuss any two kinds of work schedules. **6**

SECTION C

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

2×3=6

- | | |
|--|----------|
| 10. Organisational Culture | 3 |
| 11. Transformational Leadership | 3 |
| 12. Organisational Commitment | 3 |



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No. of Printed Pages : 3

MPCE-031

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

01953

December, 2019

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 Organizational Behaviour Management ? How can it be used effectively ? 4+6
2. Examine the importance of 'differences in perceptions' as a fundamental concept of organizational behaviour. 10
3. Discuss any two Content Theories of Motivation. 10
4. Discuss the various methods to create an effective team. 10

SECTION B

*Answer any **four** of the following questions in about 250 words each :*

4×6=24

5. What do you understand by organizational psychology ? Discuss its scope. **2+4**

6. What is work motivation ? Differentiate between extrinsic and intrinsic motivation. **2+4**

7. What is organizational commitment ? Explain its components. **2+4**

8. Examine the Job Characteristics Model of work motivation. **6**

9. Discuss how self-efficacy affects behaviour. **6**

SECTION C

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

2×3=6

- | | |
|--|----------|
| 10. Goals of Organizational Behaviour | 3 |
| 11. Managerial Grid Approach to Leadership | 3 |
| 12. Relationship between Stress and Conflict Resolution | 3 |



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No. of Printed Pages : 2

MPCE-031

**MASTER OF ARTS (PSYCHOLOGY)
(MAPC)**

Term-End Examination

June, 2020

MPCE-031 : ORGANIZATIONAL BEHAVIOUR

Time : 2 Hours

Maximum Marks : 50

Note : All Sections are compulsory.

Section—A

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

1. Examine the fundamental concepts of organisational behaviour related to nature of people. 10
2. Discuss the process of motivation for higher morale and productivity. 10
3. Delineate the salient principles of conflict resolution. Discuss conflict resolution techniques in resolving workplace conflict. 3 + 7
4. Explain behaviour intervention plans. Discuss the steps of Organisational Behaviour Management Programme (OBM). 3 + 7

[2]

Section—B

Note : Answer any *four* from the following questions in about **250** words each.

5. Discuss the concept of cognitive mapping in cognitive learning. 6
6. What is Change Management ? Delineate the important factors involved in consent to change. 2 + 4
7. Explain, how organizational behaviour adopts a cross-cultural approach. 6
8. Compare and contrast supportive model and custodial model of organizational behaviour. 6
9. Discuss equity theory and its managerial implications. 3 + 3

Section—C

Note : Write short notes on any *two* of the following in about **100** words each.

10. Herzberg's Hygiene Factors. 3
11. Managerial Grid Approach. 3
12. Human Relations Movement. 3

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

February, 2021

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. Differentiate between Organizational Behaviour and Organizational Psychology. Discuss the scope of Organizational Psychology. 3+7
2. Discuss any three models of Organizational Behaviour. 10
3. Elucidate the principles of social learning. How does self-efficacy affect behaviour ? 5+5
4. Discuss the nature of work motivation. 10

SECTION B

Answer any **four** of the following questions in about 250 words each :

4×6=24

5. Explain Hierarchy of Needs theory of Maslow. 6
6. Discuss employee ownership in detail. 6
7. Discuss the methods to create effective teams. 6
8. Discuss the techniques to resolve workplace conflict. 6
9. Discuss the nature and components of organisational commitment. 2+4

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SECTION C

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

2×3=6

- | | |
|---------------------------------|---|
| 10. Desensitization | 3 |
| 11. Transformational Leadership | 3 |
| 12. Intrinsic Motivation | 3 |



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