

MASTER OF ARTS (PSYCHOLOGY)

Term-End Examination

December, 2018

MPCE-031 : ORGANIZATIONAL BEHAVIOUR

Time : 2 hours

Maximum Marks : 50

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

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