

No. of Printed Pages : 2

**MPCE-031**

**MASTER OF ARTS (PSYCHOLOGY)**

**(MAPC)**

**Term-End Examination**

**December, 2021**

**MPCE-031 : ORGANIZATIONAL BEHAVIOUR**

*Time : 2 Hours*

*Maximum Marks : 50*

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*Note : All Sections are compulsory.*

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**Section—A**

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

1. Discuss the characteristic features of the field of Organisational Behaviour (OB).
2. Discuss the concept of nature of people in organisational behaviour.
3. Elaborate upon the process of motivation to increase morale and productivity.

4. Define the concept and nature of team. Elaborate the twelve C's for team building. 4+6

**Section—B**

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

5. Discuss the scope of Organisational Psychology.
6. Compare the *four* models of organisational behaviour.
7. Discuss the *ten* steps in conflict resolution.
8. Describe the reinforcement theory of motivation.
9. Explain Herzberg's motivator-hygiene theory.

**Section—C**

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

10. Quality control circles.
11. Distinguish between primary and secondary motives.
12. Psychological contract.

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