

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 : 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.

## 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**