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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

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