

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**