



B.A. (Semester – VI) Examination, April/May 2017
PSYCHOLOGY
Organizational Behaviour (Paper – XIII)
(New Course)

Duration : 2 Hours

Max. Marks : 80

Instructions : 1) **All questions are compulsory.**

2) Answer sub-questions in Question 1 and 2 in **not more than 100 words each.**

3) Figures to the **right** indicate **maximum** marks to the questions.

1. Write short notes on **any four** of the following : 16
 - a) Write a short note on goals of organizational behaviour.
 - b) Discuss structure and technology as key forces of organizational behaviour.
 - c) What are the four main functions of communication in organizations ?
 - d) Write a short note on downward communication.
 - e) Explain any two problems with Maslow's theory.
 - f) State any four assumptions underlying Theory Y.

2. Write short notes on **any four** of the following : 16
 - a) Explain in brief how workforce diversity is a challenge for OB.
 - b) Write a short note on systems approach to organizational behaviour.
 - c) Write a short note on leadership behaviour.
 - d) How are transformational leaders effective ?
 - e) Describe any two types of teams.
 - f) Explain any two ways in which organizations can turn individuals into team players.



3. A) Discuss the challenges of e-mail as means of electronic communication. 12
- OR
- B) Describe any four barriers to effective communication. 12
4. A) Discuss Herzberg's motivation-hygiene theory. 12
- OR
- B) Write a detailed note on Vroom's expectancy model. 12
5. A) Discuss Blake and Mouton's Managerial grid. 12
- OR
- B) Discuss the path-goal model of leadership. 12
6. A) What are the contextual influences that make teams effective ? 12
- OR
- B) Describe the model of conflict. 12