

25/04/18

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AB - 47

B.A. (Semester – VI) Examination, April/May 2018
PSYCHOLOGY
Organizational Behavior (Paper – XIII)
(New Course)

Duration : 2 Hours

Max. Marks : 80

Instructions : 1) **All questions are compulsory.**
2) Answer sub-questions in Question 1 and Question 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) The goals of organizational behaviour.
 - b) Alderfer's ERG Model of Motivation.
 - c) Downward communication.
 - d) Assumptions underlying Theory Y.
 - e) Social systems within the nature of organizations.
 - f) Keys to supervisory communication.
2. Write short notes on **any four** of the following : **16**
- a) Leaders as effective mentors.
 - b) Four distinct outcomes in a conflict.
 - c) Consultative and participative leaders.
 - d) Sources of interpersonal conflicts.
 - e) Types of team players.
 - f) Use of consideration and structure as leadership styles.

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3. a) What are the key forces that influence behaviour within an organization ? 12

OR

3. b) Elaborate on the Human and Contingency approaches within an organization. 12

4. a) Discuss the use of social networking in organizational communications. 12

OR

4. b) Examine the eight steps in the two way communication process. 12

5. a) Critically evaluate Herzberg's Two Factor Model of Motivation. 12

OR

5. b) Explain the Equity Model of Motivation. 12

6. a) Describe Fred Fiedler's Contingency Model. 12

OR

6. b) How does team composition determine team effectiveness ? 12