

Subject: Psychology

Course No and Title: PSYC3422M/Organisational Behaviour

Time: 2.15 hours Max Marks:100 Min. Marks:40

Section A: Objective Type Questions

Q1. Choose the appropriate Answer: (8x1.5=12)

- i. Which of the following studies revealed the significant impact of social and psychological factors on worker productivity?
A Taylorism B Hawthorne Studies
C Max Weber's Theory of Bureaucracy D Fayol's Functions of Management
- ii. Which theory posits that employees are inherently motivated and capable of self-direction?
A Theory X B Theory Y
C Scientific Management D Bureaucracy Theory
- iii. Which of the following is a core component of Meyer and Allen's tridimensional model of organizational commitment?
A Task identity B Affective commitment
C Skill variety D Compensation
- iv. According to the Job Characteristics Model, which factor refers to the extent to which a job requires completing a whole and identifiable piece of work?
A Autonomy B Task identity
C Skill variety D Feedback
- v. According to Herzberg's Two-Factor Theory, which of the following factors is classified as a hygiene factor?
A Achievement B Recognition
C Responsibility D Working conditions
- vi. McClelland's Need Achievement Theory suggests that individuals with a high need for achievement are characterized by their:
A Desire for social interaction B Preference for routine tasks
C Willingness to take calculated risks D Need for job security
- vii. In which leadership style do leaders avoid making decisions and let subordinates handle tasks independently?
A Transactional leadership B Transformational leadership
C Laissez-faire leadership D Democratic leadership

viii. What does leadership primarily entail in organizational contexts?

- A Setting personal objectives B Directing and motivating individuals towards shared objectives
C Enforcing workplace rules D Following established procedures

Section-B: Descriptive Type Questions (Short Type)

Q2: Answer all the Questions (8 x 4 =32)

- i. Define organisational psychology?
- ii. What is Hawthorne effect?
- iii. What are the five core dimensions of the Job Characteristics Model?
- iv. What is organizational citizenship behavior (OCB), and how does it contribute to organizational effectiveness?
- v. What is meant by work motivation.
- vi. What is the primary focus of Herzberg's Two-Factor Theory in work motivation?
- vii. Define laissez-faire leadership and briefly explain its primary characteristics.
- viii. What is the key feature that distinguishes charismatic leadership from other leadership styles?

Section – C: Descriptive Type Questions (Medium Type)

Answer all the questions: (4 x 7=28)

- Q 3.** What are the primary challenges in organizational psychology today, and what strategies can be implemented to effectively address these issues to enhance workplace effectiveness?

OR

Identify and discuss the emerging opportunities in organizational psychology.

- Q 4.** Why is job satisfaction important for both employees and organizations, and how does the Job Characteristics Model explain this?

OR

What factors influence job involvement, and why is it important for organizational effectiveness?

- Q 5.** Discuss the application of Herzberg's Two-Factor Theory in improving employee motivation and satisfaction in organizational settings.

OR

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How can organizations apply McClelland's Need Achievement Theory to enhance employee performance and career development?

- Q6.** What are the key differences between transactional and transformational leadership styles?

OR

What are the main principles of behavioral theories of leadership, and how do these theories differ from trait-based approaches in explaining effective leadership within organizations?

Section – D: Descriptive Type Questions (Long Type)

Answer any two of the following: (2 x 14=28)

- Q7.** How did the Hawthorne Studies conducted by Elton Mayo contribute to the evolution of organizational psychology, and what were the main findings of these studies?
- Q8.** Discuss the factors that inhibit and stimulate organizational commitment according to Meyer and Allen's tridimensional model, including the different stages of commitment.
- Q9.** Compare and contrast Herzberg's Two-Factor Theory and McClelland's Need Achievement Theory in terms of their underlying principles, implications for employee motivation, and practical applications in organizational contexts.
- Q10.** Explain the democratic leadership style in detail, including its key characteristics, benefits, potential challenges, and scenarios where it is most effective for fostering employee engagement and achieving organizational goals.