| Name:                |  |  |
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| <b>Enrolment No:</b> |  |  |



## **UPES**

## **End Semester Examination, May 2024**

Program: Time : 03 hrs.
Course Code: Max. Marks: 100

**Instructions:** 

## SECTION A 10Qx2M=20Marks

| S. No. |  | Marks | CO  |
|--------|--|-------|-----|
| Q 1.1  | In In Vroom's theory, motivation is a product of   | 2     | CO1 |
| 1.2    | The highest level of need in Maslow's hierarchy of need theory is the need for growth and self-expression (True/False).  | 2     | CO1 |
| 1.3    | Maslow's hierarchy of needs includes all EXCEPT which of the following?  a) Self-respect b) Physiological c)Safety d) Belongingness  | 2     | CO1 |
| 1.4    | According to Herzberg, which factors are associated with job satisfaction?  a. Hygiene factors  b. Motivators  c. Social factors  d. Extrinsic rewards   | 2     | CO1 |
| 1.5    | Which psychological concept aligns closely with the Incentive Theory of Motivation?  a. Maslow's Hierarchy of Needs b. Herzberg's Two-Factor Theory c. Skinner's Operant Conditioning d. Vroom's Expectancy Theory   | 2     | CO1 |
| 1.6    | Who proposed a two-factor theory that explains how motivator factors relate to satisfaction and hygiene factors relate to dissatisfaction?   | 2     | CO1 |
| 1.7    | How does merit pay differ from a bonus?  A) Merit pay becomes part of an employee's base pay, but a bonus does not.  B) A bonus becomes part of an employee's base pay, but merit pay does not.  C) Merit pay is linked to individual performance, while a bonus is linked to profits.  D) A bonus is linked to individual performance, while merit pay is linked to profits | 2     | CO1 |
| 1.8    | Direct financial payments include all of the following except  A) wages B) insurance C) salaries D) incentives   | 2     | CO1 |
| 1.9    | Which leadership behavior is likely to enhance employee motivation?  a) Fostering a negative work culture b) Providing limited opportunities for growth c) Recognizing and rewarding employee achievements d) Discouraging employee feedback and suggestions   | 2     | CO1 |

| 1.10  | According to the Incentive Theory, which type of reinforcement is most effective in increasing the likelihood of a behavior?  a) Positive reinforcement  b) Negative reinforcement   | 2    | CO1 |
|-------|--|------|-----|
|       | c) Punishment d) Extinction SECTION B  |      |     |
|       | 4Qx5M= 20 Marks  |      |     |
| Q 2.1 | Differentiate between job enlargement and enrichment.  | 5    | CO2 |
| Q 2.2 | Explain that how does transactional leadership style is useful to enhance motivation level of employees.   |      | CO2 |
| Q 2.3 |  |      | CO2 |
| Q 2.4 | Discuss the role of recognition and rewards in motivating employees.   | 5    | CO2 |
|       | Q 2.3SECTION-C<br>3Qx10M=30 Marks  |      |     |
| Q 3.1 | Suppose you are the CEO of Blue Ray company, a mid-size firm that manufactures housing products. What incentive plan would you implement for the firm's employees? What incentive plan would you implement for the firm's managers? Explain why.   |      | CO3 |
| Q 3.2 |  |      | CO3 |
| Q 3.3 | How can goal-setting theory be applied to enhance employee performance and motivation?   | 10   |     |
|       | SECTION-D<br>2Qx15M= 30 Marks  | -    |     |
| Q     | Amit Verma joined ABC Technologies in January after having worked at HKY Computers where he had worked as a Software developer. Amit felt that ABC offered better career prospects, as it was growing much faster than HKY which was a relatively smaller company. Amit joined as a Senior Software Developer at ABC Technologies with a good pay hike. He joined Archita Mehta's five-member team. While she was efficient at what she did and extremely intelligent, she had neither the time nor the leaning to groom her team members. Time and again, Amit found himself thinking of Ram Kapoor, his old boss, and of how he had been such a positive influence. Archita, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels.  Q 1- What could be the reasons for Amit feeling disappointed? Answer the questions using the theory of motivation?  Q 2. What should Amit do to overcome his tension? What can a team leader do to ensure high levels of motivation among his/her team members? | 10*2 | CO3 |
| Q 4.2 | Describe a potential drawback of using incentives in organizations and explain how it might impact employee behavior and organizational outcomes.  | 10   | CO3 |