

01911

**MASTER OF ARTS (EDUCATION)**

**Term-End Examination**

**June, 2012**

**MES-043 : ORGANISATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Weightage : 70%*

*Note : All four questions are compulsory. All questions carry equal weightage.*

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1. Answer the following question in about 600 words :

What is the role of communication in educational management ? Describe the approaches to achieve effective communication in educational institutions. Support with suitable examples.

**OR**

What is organisational behaviour ? Describe its need and explain the goals served by organisational behaviour in an educational institution.

2. Answer the following question in about 600 words :

Explain the significance of decision making in an educational institution. Also discuss the role of teachers in the decision making process.

**OR**

Define the concept of transformational leadership and justify its need for educational development in India.

3. Answer *any four* of the following questions in about *150 words* each :

- (a) In today's information society, how do the 'change drivers' influence educational management.
- (b) Describe the stages of group development as proposed by Bruce Tuckman.
- (c) What are the implications of 'Delegative' and 'autocratic' leadership styles on educational institutions.
- (d) Describe any two styles of conflict management with examples.
- (e) What is the relationship between self-management and management of others?
- (f) Describe the role of leadership in staff development.

4. Answer the following question in about *600 words* :

As a team leader, how would you build an effective team? Giving the reason of team formation, explain how you would encourage team members to work together and develop effective ways of cooperation to achieve predecided goals.