

01210

MASTER OF ARTS (EDUCATION)

Term-End Examination

December, 2011

MES-043 : ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Weightage : 70%

Note : All questions are compulsory. All questions are of equal weightage.

1. *Answer the following question in about 600 words :*
Describe the concept and process of decision making in educational institutions. Elaborate the involvement of various stake holders in the process of decision making of these institutions.

OR

Explain the importance of studying various features of organisational behaviour. Highlight their relevance for educational institutions with suitable examples.

2. *Answer the following question in about 600 words :*
What is the role of communication in educational management ? Elaborate types of communication in an educational system with examples.

OR

Discuss any one theory of motivation. Also delineate its implications for effective educational management.

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

- (a) What is meant by "Cohesive groups"; describe their characteristics.
- (b) Describe the concept of 'reinforcement' and its implications for educational management.
- (c) Describe the relationship between social skills and self management.
- (d) Discuss the situational theory of leadership.
- (e) Discuss the importance of positive interpersonal relationship for a head of educational institution.
- (f) Describe Pareek's model of "Conflict management."

4. Answer the following question in about **600 words** :
As head of an educational institution which leadership style you would adopt to achieve set goals and why ?
