

**MASTER OF ARTS (EDUCATION)**

**Term-End Examination**

**June, 2011**

00123

**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.

What do you understand by group dynamics ?  
Discuss the factors that influence group formation in an organisation.

**OR**

Discuss the characteristics of different types of work groups found in an educational organisations.

2. Answer the following question in about 600 words.

Discuss different types of leadership styles with examples from your organisational settings.

**OR**

Differentiate between decision making and problem solving. Discuss the various steps involved in decision making process ?

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

- (a) How does the understanding of interpersonal relationships enhance the functioning of an educational manager ?
- (b) Discuss Pareek's model of conflict management.
- (c) Discuss the functions of communication.
- (d) How have globalisation and ICT influenced educational management ?
- (e) Discuss briefly the Marlow's theory of motivation.
- (f) Explain the concept of organisational behaviour.

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

Discuss the components of organisational communication. How does a problem occur in organizational communication ? Illustrate.

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