

MASTER OF ARTS (EDUCATION)

Term-End Examination

December, 2012

MES-043 : ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Weightage : 70%

Note : All the questions are compulsory. All questions carry equal weightage.

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

What is decision making ? Discuss the level of involvement of various stakeholders in decision making in educational organisations.

OR

Explain the concept of interpersonal relationship. Discuss the importance of establishing healthy interpersonal relationships between various stakeholders in an educational organisation.

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

What are the reasons for forming groups ? Describe the stages for the development of a group.

OR

Explain the focus of content and process theories of motivation. Describe any one content theory and discuss its implications for educational management.

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

- (a) Explain the multidisciplinary nature of organisational behaviour.
- (b) Differentiate between the roles of a manager and a leader.
- (c) Explain charismatic and transformational styles of leadership.
- (d) Explain metacommunication and its implications for a teacher.
- (e) Describe the skills needed for effective communication.
- (f) Explain powerplay, bargaining and collaboration as strategies of conflict management.

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

Describe the process of organisational communication. Identify the factors that affect the fidelity of communication in your organisation. Describe the measures you would take to increase the effectiveness of your organisational communication.