

01601
MASTER OF ARTS (EDUCATION) /
POST GRADUATE DIPLOMA IN
EDUCATIONAL MANAGEMENT AND
ADMINISTRATION (PGDEMA)

Term-End Examination

December, 2016

MES-043 : ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Weightage : 70%

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- Note : (i) All questions are compulsory.
(ii) All questions carry equal weightage.
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1. Answer the following question in about 600 words :

Why do we need to study Organisational Behaviour in educational institutions? How does Organisational Behaviour contribute to efficient functioning of an educational institution ?

OR

What do you understand by Organisational Communication ? Describe the communication channels of an organisation.

2. Answer the following question in about 600 words :

Explain the various dimensions of transformational leadership. Discuss the role of transformational leadership in educational management.

OR

Describe the process of decision making. Which model of decision making you would choose for educational institutions and why ?

3. Answer **any four** of the following questions in about **150** words each :
- (a) Discuss the common indicators used by educational managers to check the functioning of the system.
 - (b) Describe the major techniques of 'Reinforcement Theory'.
 - (c) What are social skills and how do they contribute to self - development ?
 - (d) Describe various styles of conflict management.
 - (e) Discuss the importance of inter-personal relationship in educational set-up.
 - (f) Explain the statement that 'Organisations are open systems'.

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

As the head of an educational institution you wish to improve the work culture of your institution. How would you proceed ? Give a blue print of your plan highlighting the use of human resources available, application of behavioural techniques and group dynamism.
