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**MASTER OF ARTS (EDUCATION) / P.G.  
DIPLOMA IN EDUCATIONAL MANAGEMENT  
AND ADMINISTRATION (PGDEMA)**

**Term-End Examination**

**June, 2016**

**MES-043 : ORGANISATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Weightage : 70%*

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- Note :** (i) *All the questions are compulsory.*  
(ii) *All questions carry equal weightage.*
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1. Answer the following question in about 600 words.  
Describe the various functions of communication.  
Discuss the role of communication in educational management with examples.

**OR**

Define the term communication. Discuss various approaches to effective communication with examples.

2. Answer the following in about 600 words.  
Describe the techniques of decision making.  
Discuss the role of educational managers and impact of decision making in an organisation

**OR**

Describe the various steps for developing positive interpersonal relationship. Discuss the key role a principal/educational head has to play in managing the administrative staff, students, teaching faculty and community.

3. Answer **any four** of the following questions in about **150** words each.
- (a) Write a note on goals of organisational behaviour.
  - (b) Describe various types of team building in the educational context.
  - (c) Discuss the importance of self-management.
  - (d) Discuss the relevance of involvement of the students in decision-making with examples.
  - (e) Describe Hersey and Blanchard's situational leadership theory with example from an educational organisation.
  - (f) Discuss the advantages and disadvantages of written communication for an educational manager.

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

Describe the roles of an educational head as a leader vis-a-vis manager. According to you what attributes should be present in the leader to manage an educational organisation effectively.

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