

MASTER OF ARTS (EDUCATION)

Term-End Examination

June, 2010

01872

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 is group dynamics ? Discuss the factors for group formation.

OR

Explain the concept of work group. How are formal and informal work groups formed ? Discuss the different types of formal and informal work groups.

2. Answer the following question in about 600 words :

What are the goals pursued by transformational leaders in educational management ? Discuss the strategies used by them for school effectiveness.

OR

Problems in organisational communication occur due to blockages or distortions in communication channels. Discuss.

3. Answer *any four* of the following questions in about **150** words each :
- (a) Explain the goals served by organisational behaviour.
 - (b) With the help of equity theory explain how workers select behavioural actions to meet their needs and determine choices.
 - (c) Discuss the importance of social skills in self development.
 - (d) Describe meditation as a technique of stress management.
 - (e) How will you differentiate between managers and leaders ?
 - (f) What steps should a manager take to develop positive interpersonal relationship in an organisation ?

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

Discuss theories of motivation, one each from content and process theories. Highlight the bases of employee motivation in your organisational setting. What can you do to change and improve the present situation.
