

MASTER OF ARTS (EDUCATION)

Term-End Examination

June, 2015

MES-043 : ORGANISATIONAL BEHAVIOUR

Time : 3 hours

Maximum Weightage : 70%

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

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

What do you understand by group dynamics ? Explain various factors influencing the formation of a formal group. Support your answer with suitable examples.

OR

Explain various skills required for self management. Discuss various techniques that can be adopted for self management.

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

List various models of decision making. Discuss any two models focusing on their adequacy in educational management.

OR

Differentiate between verbal and non-verbal communication. Discuss the role of effective communication in educational management.

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

- (a) Compare the roles of managers and leaders in an educational institution.
- (b) What are the main characteristics of the transformational leadership ?
- (c) Analyze the need of studying organisational behaviour.
- (d) What are different styles of conflict management ?
- (e) Differentiate between problem solving and decision making.
- (f) Explain the concept and importance of motivation in an educational setting.

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

As an institutional leader, suggest the various strategies you would adopt for maintaining collaborative and professional culture in your institution.
