

CONTENTS

Chapter	Details	Page No.
	Declaration	i
	Acknowledgement	ii
	Contents	iv
	List of Tables	vi
	List of Figures	vii
I	Introduction	1
	Behavioral Factors	3
	Administrative Functionaries	5
	Citizen Centric Goals of Administrative Functionaries	6
	Link between Behavioral Factors and Administrative Functionaries	7
	Real and virtual effects of Behavioral Factors upon Administrative Functionaries	13
	Justification of the study	16
	Significance and Importance of the Study	17
	Chapter Plan	20
II	Review of Literature	23
	Administrative Situations and Its Description	23
	Administrative Situation and Its Diagnosis	26
	Behaviorism	28
	Behavioral Factors and Organization Development	30
	Behavior Alternatives	34
	Behavior and Time	35
	Behavior and Knowledge	36
	Behavior in Groups	37
	Bureaucratic Strategies	40
	Bureaucratic Polity	47
	Bureaucrats-in-Power	49
	Centralization and Decentralization	54
	Commitment	57
	Contentment	63
	Delegation	66
	Employee Morale: Efficiency versus Adequacy	67
	Individual Traits and Behavioral Pattern	70
	Motivation	76
	Empowerment	83
	Individual and Group Behavior Factors	94
	Individual and Group Behavior Factors Affecting Organization Development	96
	Integration of Behavior	96

	Organizational Environment Factors	100
	Organization By Purpose, Process, Clientele, Place	101
	Control Theory	102
	Group Cohesiveness	105
	Social-Cognitive Approach	109
	Relation of Value, Experience, Behavior in a Bureaucratic Organization	111
	Unit-Level Climate of Involvement	115
	Changes in Workforce Size and Organizational Structure	122
	Role of the Administrator	124
	Types of General Decisions	127
	Role of Interpersonal Relationship in Service Delivery	129
	The Present Problem of Service Delivery	131
	New Public Management	132
	New Public Service	134
	Good Governance	135
	Corporate Social Responsibility	137
III	Research Methodology	139
	Frame Work of Research	140
	Research Objectives	141
	Hypotheses	143
	Research Questions	144
	Empirical Research Design	149
	Universe	151
	Sample	153
	Sampling Procedure	170
	Research Design	172
	Limitation of the Study	175
	Analysis Plan	177
	Multiple-comparison ANOVA problems	180
	Data Analysis Methodology	183
IV	Results	186
	Statistical Analysis	186
	Hypothesis Testing	227
V	Achievements, Implications and Conclusion	252
VI	References	259
	Appendix-Questionnaire	274