

TÍTULO DA TESE EM INGLÊS: Direção-Geral do Ensino Superior: Case Study at Direção de Serviços de Suporte à Rede do Ensino Superior (DSSRES)

ABSTRACT

In order to obtain the master's degree in Sociology of Organizations and Work, an internship report was carried out at Direção-Geral do Ensino Superior (DGES), more precisely at Direção de Serviços de Suporte à Rede do Ensino Superior. The main purpose of this internship report was to set the context of the organization and to assess its organizational dynamics, through the organizational behavior. A review of the specialized literature of the area was carried out, allowing us to draw up a theoretical framework about the concepts of organization, organizational behavior, work teams, communication and motivation from an organizational perspective. Backed up by qualitative approach methodologies, more precisely the case study, the participant observation and qualitative interviews, was possible to set the context of the organization observed in its own environment, through the inputs of its own workers.

Palavras Chave: Organizations, Organizational Behavior, Teams, Communication, Motivation