

[Total No. of Questions - 3] [Total No. of Printed Pages - 2]
(2063)

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MBA 2nd Semester Examination

**Organisational Effectiveness, Change & Organisational
Development**

MBA-204

Time : 3 Hours

Max. Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

- Note :** (i) Section A consists of few short type questions carrying 2 marks each. All the questions are compulsory.
- (ii) Section B contains SIX short answer type questions carrying 5 marks each. Out of which student has to answer any four.
- (iii) Section C contains four essay type questions of 10 marks each, out of which students has to answer any two.

SECTION - A

1. Write short a note on the following :

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|--------------------------------|-----|
| (i) Management of Change. | (2) |
| (ii) Change Agent. | (2) |
| (iii) Section Research. | (2) |
| (iv) Stress Management. | (2) |
| (v) Sensitivity Training. | (2) |
| (vi) Organisational Mirroring. | (2) |

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- (vii) Managerial Grid. (2)
- (viii) Confrontation Meeting. (2)
- (ix) Leadership. (2)
- (x) Role Analysis. (2)

SECTION - B

2. Attempt any four questions from the following :
- (i) What are the stages of OD Programme? Discuss. (5)
 - (ii) What is the importance of organisational development? (5)
 - (iii) Discuss methods of organizational diagnosis. (5)
 - (iv) Discuss Likert's four system of management. (5)
 - (v) Why people resist change in organisation? (5)
 - (vi) Write a note on Transactional Analysis. (5)

SECTION - C

3. Attempt any two questions from the following :
- (i) What is organizational culture? Elaborate the role of organizational culture in organisational development. (10)
 - (ii) Write an essay on Management of Objectives. (10)
 - (iii) Explain the meaning of Organizational Effectiveness. What are the approaches to organizational effectiveness. (10)
 - (iv) Discuss OD's future in a constantly changing organizational, political and economic environment. (10)