

[Total No. of Questions - 10] [Total No. of Printed Pages - 2]
(2064)

14873

MBA 2nd Semester Examination
Organisational Effectiveness, Change and
Organisational Development (O.S.)

201

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 : Attempt only five questions in all, selecting one question from each unit. All questions carry equal marks.

UNIT - I

1. What is socialisation? Explain the process of socialisation.
(4+8=12)
2. "To implement and manage change, forces of support need to be built." Explain by describing such strategies for dealing with resistance to change. (12)

UNIT - II

3. Define the term organisational diagnosis. Discuss the methods of organisational diagnosis. (4+8=12)
4. Describe the methods of coping with stress. (12)

UNIT - III

5. Define organisational development. Explain the objectives of organisational development. (4+8=12)
6. Discuss the underlying values and assumptions of organisational development. (12)

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UNIT - IV

7. What is OD interventions? Explain the types of interventions. (4+8=12)
8. Write notes on the following:–
- (i) Sensitivity Training
 - (ii) Organisational Mirroring. (6+6=12)

UNIT - V

9. Explain the factors which influence institution building. (12)
10. Write notes on the following:–
- (i) Term Building
 - (ii) Confrontation Meeting. (6+6=12)