14886

MBA 2nd Semester Examination

Organizational Effectiveness, Change & Organisational Development (N.S.)

MBA-207

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 ten short type questions carrying 2 marks each. All the questions are compulsory.

(ii) Section-B contains six short answer type questions carrying five marks each, out of which students has to answer any four.

(iii) Section-C contains four essay type questions of 10 marks each, out of which student has to answer any two.

SECTION - A

1. Write a short note on the following:

   (i) Survey Feedback
   (ii) Confrontation Meeting
   (iii) Role Analysis
   (iv) Organizational Effectiveness
   (v) Counseling as an OD intervention.
   (vi) Process Consultation.
   (vii) Team Building
(viii) Do organizations have uniform culture?
(ix) Management by objectives.
(x) Life and career planning. \hspace{1cm} (2\times10=20)

**SECTION - B**

2. Attempt any four questions. Each carry equal marks.

(i) Write a note on OD interventions.
(ii) What is Action Research? Give examples of action research in organizational development.
(iii) What is the difference between planned and unplanned change?
(iv) Explain Walton’s Approach to third party peacemaking.
(v) Discuss Lewin’s three-step model of change process.
(vi) What are the opportunities and challenges to OD in India? \hspace{1cm} (4\times5=20)

**SECTION - C**

3. Attempt any two questions:

(i) What is organizational culture? What factors create and sustain an organisational culture?
(ii) “Organisational stress leads to non-achievement of organizational goals”. In the light of this statement discuss the causes, effects and strategies to cope with organizational stress.
(iii) Define organizational diagnosis? Discuss the methodology of organizational diagnosis.
(iv) Explain the concept of organizational effectiveness. What are the approaches and determinants of organizational effectiveness? \hspace{1cm} (10\times2=20)