

[Total No. of Questions - 3] [Total No. of Printed Pages - 2]  
(2064)

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**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

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- (viii) Do organizations have uniform culture?
- (ix) Management by objectives.
- (x) Life and career planning. (2×10=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? (4×5=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? (10×2=20)