

[Total No. of Questions - 10] [Total No. of Printed Pages - 2]
(2123)

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MBA 2nd Semester Examination
Organizational Effectiveness (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 five questions in all selecting one question from each unit.

UNIT - I

1. (a) Describe forces that act as stimulants to change.
(b) How is change culture-bound? **(12)**
2. (a) Write a note on:
 - (i) Sources of individual and organisational resistance to change.
 - (ii) Lewin's three step change model. **(12)**

UNIT - II

3. (a) Explain organisational effectiveness. How can it be evaluated?
(b) Describe the potential sources of stress. **(12)**
4. (a) Describe the different methods of organisational diagnosis.
(b) What can an organisation do to reduce stress? **(12)**

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UNIT - III

5. (a) Define organisational development. Explain the values underlying most OD efforts.
- (b) Explain the Action Research Model for OD. (12)
6. (a) Explain the stages of OD programme.
- (b) What are the various models of organisational development? (12)

UNIT - IV

7. (a) State the meaning of OD interventions and their importance.
- (b) Write short notes on:
- (i) Sensitivity Training
- (ii) Role Analysis Technique (12)
8. State and explain different types of OD interventions. (12)

UNIT - V

9. (a) Explain:
- (i) MBO intervention for OD.
- (ii) Survey Feedback intervention for OD.
- (b) What are the goals of process consultation? (12)
10. "Team Building is an intervention in harmony with the nature of organisation as social system." Explain. (12)