

[Total No. of Questions - 3] [Total No. of Printed Pages - 2]
(2125)

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MBA 2nd Semester Examination
Organizational Effectiveness, Change &
Organizational Development (NS)

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.

SECTION - A

Section A consists of ten short type questions carrying 2 marks each. All the questions are Compulsory.

1. Write a short note on the following:

- (i) Managerial Grid
- (ii) Stress
- (iii) Communication system
- (iv) Change initiative
- (v) Adaptation
- (vi) Mobilizing
- (vii) Outsourcing
- (viii) Organizational Intentions
- (ix) Recreation
- (x) Cultural risk

(2×10=20)

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SECTION - B

Section B consists of six short answer type questions carrying 5 marks each. Out of which student has to answer any four.

2. Attempt any four from the following:

- (i) Define OD intervention and give an overview of it. What is laboratory training? Discuss its objectives.
- (ii) What are OD Intergroup Development interventions? Also discuss the techniques for dealing with intergroup problems in detail.
- (iii) What is culture change? What are strategies for implementing change and barriers to change and techniques for implementation?
- (iv) What is resistance to change? What are its approaches and determinants?
- (v) Role of OD in changing global business environment and opportunities and challenges of OD in India.
- (vi) Discuss the style of learning and explain how it helps in organizational development. (5×4=20)

SECTION - C

Section C consists of four essay type questions carrying 10 marks each. Out of which student has to answer any two.

1. Attempt any two questions from the following:

- (i) Discuss Managerial Grid in OD in detail. Explain all the six phases of Managerial Grid.
- (ii) Discuss the stages involved in OD program.
- (iii) What is Organizational Diagnosis? Discuss the methods involved in Organizational Diagnosis.
- (iv) Discuss socialization process in detail. Explain how change is managed in Organizational Development.

(10×2=20)