

[Total No. of Questions - 10] [Total No. of Printed Pages - 2]
(2063)

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M.B.A. 2nd Semester Examination
Organisational Effectiveness, Change and
Organisational Development

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

UNIT - I

1. What is organisational culture? Explain the influence of organisation culture on performance. **(4+8)**
2. "Managing change is an integral part of every manager's job." Explain. Also discuss the process of change. **(6+6)**

UNIT - II

3. Define the term organisational effectiveness. Discus its determinants. **(4+8)**
4. Explain organisational stress. Describe the effects of stress. **(4+8)**

UNIT - III

5. Discuss the models of organisational development in brief. **(12)**

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6. Describe the various stages of organisational development programme. (12)

UNIT - IV

7. State the organisational development intervention techniques in brief. (12)
8. Write notes on the following:
- (i) Role Analysis Technique
 - (ii) Transactional Analysis (6+6)

UNIT - V

9. Discuss the steps of survey feedback technique used in OD intervention. (12)
10. Write notes on the following:
- (i) Managerial Grid
 - (ii) Process Consultation. (6+6)