

Total No. of Questions - 10]  
(2022)

[Total Pages : 3

**9167**

**M.B.A. (IInd Semester) Examination**

**ORGANIZATIONAL EFFECTIVENESS, CHANGE AND  
ORGANIZATIONAL DEVELOPMENT**

Paper – 201

Time : Three Hours]

[Maximum 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, by selecting *one* question from each of the *five* units. Each question carries equal marks.

**UNIT-I**

1. (a) Explain how the organisational culture affects efforts to change.
- (b) Are all managers change agents ? Discuss. (7+5=12)

2. Discuss the need for planned change ? Explain Lewin's three-step model of change process. 12

### UNIT-II

3. Explain the approaches and determinants of Organisational effectiveness. 12
4. What is Organisational diagnosis ? Clarify its process. 12

### UNIT-III

5. What is Organisational Development (OD) ? Clarify the objectives and underlying values in OD efforts. 12
6. Discuss action research as a scientific methodology for managing planned change. 12

### UNIT-IV

7. Briefly explain the following :
- (a) Sensitivity Training.
  - (b) Transactional Analysis. (5+7=12)
8. Briefly explain the following :
- (a) Role Analysis.
  - (b) Organisational Mirroring. (5+7=12)

## UNIT-V

9. Briefly explain the following :

(a) Team Building.

(b) MBO.

(5+7=12)

10. Write notes on :

(a) Managerial Grid.

(b) Process Consultation.

(6+6=12)

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