

M. B. A. (FT) (Second Semester)
(EX) EXAMINATION, 2012

ORGANIZATIONAL EFFECTIVENESS AND CHANGE

(CP-201)

Time : Three Hours

Maximum Marks : 80

Section - A 8 each

Note : Attempt any four questions.

1. Differentiate between authority and power.
2. Discuss briefly the causes of burnout.
3. What is group decision-making ? Discuss the merits of the same.
4. Explain the factors affecting organizational climate.
5. Distinguish between creativity and innovation.
6. Write a note on Quality of Work Life.
7. Explain cross cultural dynamics.

Section - B 16 each

Note : Attempt any three questions.

8. Define the term effectiveness. What may happen if organizational effectiveness is missing ? Discuss how organizational effectiveness can be attained ?

9. What is meant by planned change ? Discuss the stages of planned change with suitable examples.
10. Write short notes on the following :
 - (a) Skill of change agent
 - (b) Management strategies for gender issues
11. Describe various conflict management strategies. How Johary window does contribute in conflict management ?
12. Discuss the significance and process of organizational learning.