

Roll No.

Subject Code—2203-X

M.B.A. EXAMINATION

(Third Semester)

**ORGANIZATIONAL EFFECTIVENESS AND
CHANGE**

OBH-314

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any *Five* questions. All questions carry equal marks.

1. Explain the meaning and significance of change. Discuss the process of organizational change by citing relevant examples at each stage.
2. Distinguish between efficiency and effectiveness. Which of these two is more effective ? How can we attain effectiveness by using adaptive copying cycle mechanism ?

3. Define the term Change Agent. What are the duties and responsibilities of internal and external change agents ? Which skills are required to perform these duties ?
4. Explain the meaning and types of organizational conflicts. Discuss the different management strategies for conflict resolution.
5. "Glass-ceiling still remains the biggest hurdle in the organizational life." Critically elucidate and discuss the strategies for better management of gender related issues in the organizations.
6. Distinguish between organizational learning and learning organization. Explain strategies for fostering organizational learning to convert it into a learning organization.
7. Why do employees normally resist change ? What strategies you would suggest to overcome this resistance to change ?

8. Write notes on any *two* of the following :

- (a) Cross-cultural dynamics
- (b) How the business ethics do leads to good governance ?
- (c) Steps in empowerment process
- (d) Features of good organizational climate.