

(4)

9. Illustrate the various levels of stress and their relationship with performance and behaviour of an individual. 10

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(Printed Pages 4)

Roll No. _____

MS-3114

M.B.A. (Semester-IV) (Core Paper)

Examination, 2015

(Organizational Effectiveness and Change)

(IMS-042)

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Answer five questions in all. Question No.1 is compulsory and carries 30 marks. Attempt one question from each unit carrying 10 marks.

1. Write short notes on the following:

3 × 10 = 30

- (a) Process of Individual Learning
- (b) Model of Organisational Effectiveness
- (c) Team Building
- (d) Types of Change

(2)

- (e) Hygiene factors v/s Motivators
- (f) Types of Conflict
- (g) Drivers of Change
- (h) Mashow's theory of Need Hierarchy
- (i) Characteristics of Type A and Type B personality.
- (j) Consequences of Stress.

Unit-I

- 2. What is Organisational Effectiveness? Discuss any two approaches to evaluate effectiveness and also the problems associated with each approach. 10
- 3. Conceptualise the term Organisational Development. Discuss the techniques of Organisational Development intervention oriented towards individual and group. 10

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Unit-II

- 4. What are the sub-systems of Organisational Learning? Discuss their corresponding phases and their underlying processes. 10
- 5. Elucidate the process of Organisational change and also the various strategies to overcome the resistance to change. 10

Unit-III

- 6. What is Personality? What are its determinants? Which of them you feel are more important in shaping an individual's personality. 10
- 7. What is perception? Discuss the main elements in the perceptual process. 10

Unit-IV

- 8. What are the eight organisational ethos or values? Discuss each with suitable examples. 10

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P.T.O.