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1. Fill in the blanks :

- (i) is one of the most critical aspects of effective management.
- (ii) There are stages of growth.
- (iii) is the act, process, or result of furthering, advancing or promoting the growth of an organisation.
- (iv) is reflected in how things are done and how problems are solved in an organisation.
- (v) is the international influence over the beliefs, emotions and behaviours of people.
- (vi) The sources of power determine the process of and acquisition of power.
- (vii) involves international acts of influence to enhance the self interest of individuals or groups.
- (viii) There are types of learning.

**M. B. A. (Second Semester) Examination,
June 2017**

BUSINESS ADMINISTRATION

Paper : CP-207

(Operational Effectiveness and Change)

Time Allowed : Three hours

Maximum Marks : 70

Minimum Pass Marks : 25

Note : The paper is divided into three sections.

Attempt questions in each section as per instructions in that section.

Section-A

(Objective Type Questions) 10×1=10

Note : Attempt all questions. Each question carries 1 mark.

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PTO

(ix) There are key factors in effective change management.

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(x) entails a redefinition of the current purpose or mission of the organisation.

Section-B

(Short Answer Type Questions)

5×4

Note : Answer all five questions. One question from each unit is compulsory. Each question carries 4 marks.

Unit-I

✓ 2. Identify and discuss different varieties of changes that are facing the business world today.

Or

✓ What is Organisational Effectiveness? What are the approaches of OE?

Unit-II

✓ 3. Why it is difficult to change the culture of an organisation?

Explain those factors which need to be kept in mind while changing the culture of an organisation.

Or

✓ How do you define Organisation Development? Why is organisation development necessary?

Unit-III

✓ 4. Describe the term "Organisational Conflict" with an example.

Or

✓ Define 'power' and 'politics' and establish a relationship between the two.

Unit-IV

✓ 5. Explain any two theories of learning.

Or

✓ What do you understand by behaviour modification?

Unit-V

✓ 6. Write short note on management of gender issues.

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Or

Explain cross cultural dynamics with help of example.

Section-C

(Long Answer Type Questions) $2 \times 20 = 40$

Note : Attempt any two questions of the following in detail. Each question carries 20 marks.

7. "Change does not occur in a vacuum. There are a number of factors operating both within and outside the organisation which cause the change to take place." Discuss the relevance of this statement in the light of the forces imparting the organisation.
8. "Culture is to organisation what personality is to the individual." Discuss some of the techniques to identify or diagnose the culture of an organisation. Why is it difficult to diagnose the culture of an organisation?
9. What are the implications of power and politics for the practice of OD in an organisation?