

Roll No.

Exam Code : J-19

Subject Code—0227

M.B.A. EXAMINATION

(Batch 2009 to 2017)

(Third Semester)

ORGANIZATIONAL EFFECTIVENESS
AND CHANGE

OBH-314

Time : 3 Hours

Maximum Marks : 70

Section A

Note : Attempt any *Seven* questions. **7×5=35**

1. Explain the concept of organisational change.
2. What are the various levels of change ?
3. What are the competencies of change agents ?
4. Type of Conflicts.

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5. Explain the significance of organisational climate.
6. What are the objectives of empowerment ?
7. Explain the significance of organisational learning.
8. What is the importance of groups in the organisation ?
9. Explain the concept of Gender bias.
10. Explain the importance of business ethics.

Section B

Note : Attempt all questions.

11. What are the factors responsible for resistance to change ? Discuss the methods to overcome the resistance to change.

Or

What are the factors affecting organisational climate ? Explain the various methods to improve organisational climate. **12**

12. Explain briefly the various theories of organisational learning.

Or

What are the factors affecting creativity in the organisation ? What are the obstacles to creativity in the industrial sector ? **12**

13. What are the causes of conflict in the organisation ? How will you resolve conflict in the organisation ?

Or

Explain the following :

- (a) Corporate Governance
- (b) Cross Culture Leadership.