

Roll No.

Exam Code : J-19

Subject Code—0922

**P. G. Diploma in Human Resource
Management EXAMINATION**

(For Batch 2018 Onwards)

**ORGANIZATIONAL EFFECTIVENESS AND
CHANGE**

PGDHRM-104

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. Q. No. **1** is compulsory. All questions carry equal marks.

- 1.** Write short notes on the following :
 - (i) Organizational change
 - (ii) Objectives of change
 - (iii) Power and politics

- (iv) Intergroup behaviour
- (v) Negotiation
- (vi) Business ethics
- (vii) Organizational learning.

Unit I

2. Define the concept organizational change. Explain its challenges and scope for maintaining environment in the organization.
3. Discuss the role of skills in improving effectiveness and development of the organization. Defend your answer with suitable examples.

Unit II

4. Discuss the process of empowerment. What are its prerequisites to innovative organizational learning ? Discuss.
5. What is culture and climate ? Explain its objectives and significance to organizational development.

Unit III

6. Explain the role of creativity and innovation to increase the efficiency and effectiveness of the organisation.
7. Write a detailed note on role of inter group behaviour and collaboration on organizational performance.

Unit IV

8. Discuss the impact of business ethics on decision-making and organizational governance. Explain with examples.
9. What is cross-culture dynamics ? Compare and contrast it with management of gender issues.