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Name.....

Reg. No.....

FIRST SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2014
(C.U.C.S.S.)

BUS 1C 04—ORGANISATIONAL EFFECTIVENESS
(2013 Admission onwards)

Time : One Hour and a Half

Maximum : 18 Weightage

Part A

*Answer the following.
Each question carries 1 weightage.*

1. What do you mean by power politics ?
2. What do you mean by organizational politics ?
3. What are reasons for inter personal conflicts ?
4. Write a note on change agents.
5. What is the need for organizational development ?
6. What is sensitivity training ?

(6 × 1 = 6 weightage)

Part B

*Answer any three of the following.
Each question carries 2 weightage*

7. What are the bases of power in organizations ? Explain.
8. Explain the influence of Leadership style in Organizational Culture.
9. Enumerate the issues involved in behavioural implementation of strategy.
10. Explain the importance and objectives of empowerment.
11. Explain the steps in process consultancy in organizational development.

(3 × 2 = 6 weightage)

Part C

*Answer any one of the following.
Each question carries 6 weightage*

12. What are the reasons for resistance to change ? Explain with relevance to technology.
13. "Organisational culture dictates whether there is going to be conflicts in organizations" — Discuss.

(1 × 6 = 6 weightage)