

D 12146

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Name.....

Reg. No.....

**FIRST SEMESTER M.B.A. DEGREE (REGULAR/SUPPLEMENTARY)
EXAMINATION, DECEMBER 2016**

(CUCSS)

BUS 1C 04—ORGANIZATIONAL EFFECTIVENESS

(2013 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Section A

Answer all the questions.

Each question carries 1 weightage.

1. What is legitimate power ?
2. Who are change agents ?
3. What is proactive change ?
4. What is group norm ?
5. Define learning.
6. Define organisational culture.

(6 × 1 = 6 weightage)

Section B

Answer any six questions.

Each question carries 3 weightage.

7. Explain major external reasons for change in organisations.
8. Explain the concept of transactional analysis.
9. Why do organisational politics emerge ? Explain.
10. Explain the impact of organisational climate on organisational health and effectiveness.
11. Why do people resist change ? Explain.
12. Explain the types of conflicts commonly found in organisations.
13. Explain the dimensions by which the organisational culture is generally judged.
14. Explain the advantages of OD.

(6 × 3 = 18 weightage)

Turn over

Section C

Answer any two questions.

Each question carries 6 weightage.

15. Elaborate the Organisational Development techniques to replace the behaviour to adapt to modifications.
16. Critically evaluate various approaches to manage organisational change effectively.
17. Explain the various bases of power and also explain power politics in organisations.

(2 × 6 = 12 weightage)