



MBA.F.II/05.12. 329

**MBA (FT) DEGREE II SEMESTER EXAMINATION MAY 2012**

**SMS 2201 ORGANISATIONAL EFFECTIVENESS AND CHANGE**

Time: 3 Hours

Maximum Marks: 50

(5 × 10 = 50)

- I. A. What is culture? Discuss the role of culture in the process of developing organisational climate.
- OR**
- B. What is meant by organisational climate? How do you develop a sound organisational climate?
- II. A. Discuss the political complications of power.
- OR**
- B. 'A good leader is a good follower'. Discuss.
- III. A. Discuss various types of conflicts. Explain briefly the role of negotiation in conflict resolution.
- OR**
- B. Elaborate on the various gender issues that might affect the productivity of an organisation.
- IV. A. What is organisational change? Why do people resist change?
- OR**
- B. Discuss various approaches to manage change.
- V. **Case study**
- A company producing electronic goods, for last 15 years is now facing a problem. The workers frequently report symptoms of boredom and burn out. The workers are paid well and are satisfied with the general infrastructural facilities of the company. On deeper exploration it was found that the workers do not have any special motivation other than earning money by doing the same type of work.
- (i) If you were in the company as a Manager how would you intervene?
- (ii) Can you make use of sensitivity training? In what ways?

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