

**Avinashilingam Institute for Home Science and Higher Education for Women  
(Deemed to be University) Coimbatore-641043.**

**Master's Degree Examination -November 2018  
III Semester**

**Class : II PG**

**Major : Business Administration/ MBA-IT Organisation Administration**

**Time: 3 hours**

**Max. Marks: 60**

**17MBAC20 /17MBMC20 –H ORGANISATIONAL DYNAMICS AND DEVELOPMENT**

**Part A**

**10 x 1/2 = 5**

**Choose the correct answer**

1. A person who is responsible for managing the change effort in the organisation is called \_\_\_\_\_.
  - a. Manager.
  - b. Entrepreneur
  - c. Change agent.
  - d. Leader
2. The physical or psychological demands from the environments that cause stress is known as \_\_\_\_\_.
  - a. Burnout.
  - b. Emotional intelligent
  - c. Negative attitude.
  - d. Stressors.
3. Power that has been legitimized within a specific special context \_\_\_\_\_.
  - a. Power .
  - b. Authority
  - c. Delegation
  - d. Decentralization
4. Conflict between the various functional departments like production and marketing is called as \_\_\_\_\_.
  - a. hierarchical conflict
  - b. functional conflict.
  - c. formal informal conflict.
  - d. vertical conflict.
5. Set of value that help people in an organisation understand which actions are considered acceptable and which are considered unacceptable is known as \_\_\_\_\_.
  - a. organizational norms .
  - b. Organisational culture .
  - c. organizational ethics.
  - d. organization moral.
6. Strong organizational cultures are not \_\_\_\_\_.
  - a. unsecured one .
  - b. undermine leader.
  - c. encourage efficiency.
  - d. foster loyalty and commitment.
7. A planned, systematic process of organizational change based on behavioural science research and theory \_\_\_\_\_.
  - a. organizational development
  - b. organizational change.
  - c. organizational re-engineering
  - d. organizational empowerment.
8. What is the name of the organization development, under which a comprehensive and systematic program aiming at individual, groups and the organization as a whole. \_\_\_\_\_.
  - a. GRID.
  - b TQM.
  - c. Re-engineering.
  - d. Kaysan method.
9. \_\_\_\_\_ encompasses a collection of planned-change interventions built on humanistic-democratic values that seek to improve organizational effectiveness and employee well-being.
  - a. Action research
  - b. Organizational development
  - c. Conflict management
  - d. Change management

10. The field of organisational behaviour is primarily concerned with -----
- The behaviour of individual and groups
  - How resources are effectively managed
  - Control processes and interactions between organisations, external context
  - Both a and b

**Part B**

**5 x 4 = 20**

**Answer ALL questions**

**Each answer should not exceed 200 words or one page**

- 11.a. Explain the reasons for resistance to change.  
(Or)
- 11.b. Discuss the consequences of long term stress.
- 12.a. Explain the various power bases influencing behaviour in the organisation.  
(Or)
- 12.b. Discuss the process of conflict.
- 13.a. Explain the various kinds of organizational culture.  
(Or)
- 13.b. Discuss the factors influencing organisational climate.
- 14.a. Explain the characteristics of organisation development.  
(Or)
- 14.b. Discuss the essential elements of sensitivity training.
- 15.a. Discuss the various approaches of organizational effectiveness.  
(Or)
- 15.b. Explain the various stages in effectiveness through adaptive - coping cycle.

**Part C**

**5 x 7 = 35**

**Answer ALL questions**

**Each answer should not exceed 600 words or three pages**

**No.20 is Compulsory**

- 16.a. Enumerate the various steps involved in organisation wide change.  
(Or)
- 16.b. Describe the various techniques of stress management.
- 17.a. Enumerate the various factors contributing to potential behaviour at organisations.  
(Or)
- 17.b. Describe the various techniques of conflict management.
- 18.a. Describe the creating and sustaining culture at organisation.  
(Or)
- 18.b. Elucidate the different models of organisation climate.
- 19.a. Elucidate the various steps involved in organisational development.  
(Or)
- 19.b. Enumerate the various phases of Grid organisation development .

**20. Case is compulsory**

James is on an academic scholarship that requires him to maintain a certain grade point average. He's had a rough term and needs to do well on his finals to pull the grades that will keep him on scholarship. James is often tense regardless of exam schedules, but when he found out he would have three finals on the same day, he had a meltdown. First, he was angry that his schedule turned out this way, and he complained bitterly about it to anyone who would listen. Then he got into an argument with his roommate, who was listening to music while James was trying to study.

The night before his exams, James studied at the library all night. He skipped breakfast the next morning because he wanted get to the classroom early. The teacher passed out the test and James began to read it. He felt absolute panic. All the typing on the page was running together, his vision was blurred, and he couldn't remember anything. The longer he sat there, the worse it got. Finally, he decided to guess on the

questions and get out of the room as fast as he could. He was so upset that he skipped his next two finals as well. He spent the rest of the day hiding out in his bed, wondering what he was going to do and how he was going to tell his mother he flunked out of school.

#### **Discussion Questions**

- 1. Is there anything James could have done to handle this situation better?**
- 2. What was the cause of tension between James and his roommate?**
- 3. What are some test-taking strategies that would have helped him do better on the test?**
- 4. Should James approach his teachers about what happened with his final exams? What would be the best way for him to do this?**
- 5. If you were James's professor, how would you handle this situation?**