

[174]

SEAT No. _____

No. of Printed Pages : 2

Sardar Patel University

MSW (HR) - IV Semester Examination

Subject: PA04ESHR28 Organizational Effectiveness and Change

Day, Date & Time: Friday, 29/03/2019, 2.00 pm to 5.00 pm: Total 70 marks

Section A

Q.1	Multiple Choice questions. Attempt all the questions. Choose correct answer from the options given below the questions.	10 marks
1	Rules for stifling innovation are given by _____ a. Hans Selys b. A. Robert c. Kanter d. None of the above	
2	In which of the following approach individual and organizational goals are integrated? a. System theory approach b. Behavioural approach c. Goal attainment approach d. Strategic approach	
3	In which of the base of power the person has control over the resources? a. Coercive b. Referent c. Information d. Reward	
4	What reason is responsible for organizational politics? a. External Environment b. Scarcity of resources c. Ambiguous goals d. All of the above	
5	Organizational effectiveness is expressed by _____ a. Production b. Quality c. Efficiency d. All of the above	
6	Which of the following stage/s is/are not true to carry out creative thinking? a. Preparation b. Concentration c. Incubation d. None of the above	
7	Organizational functions largely provide _____ a. Organizational identity b. System instability c. No organizational boundary d. None of the above	
8	According to Kurt Lewin, which is the third stage model of change process? a. Unfreezing b. Stable c. Freezing	

①

(P.T.O.)

	d. Refreezing	
9	Who introduce organizational philosophy and cultural values among employees? a. Top Management b. Middle Management c. Front-line management d. None of the above	
10	Identify the correct statement with reference to organizational climate. a. Shared perceptions of the people in a group or organization b. It is also referred as environmental determinants c. Set of characteristics that describe an organization d. All of the above	
	Long Questions, Answer the following questions in detail.	
Q.2	Describe models of organizational effectiveness.	15 marks
	Or	
Q.2	What is organizational climate? Discuss the features of organizational climate and culture.	15 marks
Q.3	Explain the steps in managing change with suitable examples.	15 marks
	Or	
Q.3	Define Empowerment. Discuss the process of empowerment in detail.	15 marks
	Section B	
Q.4	What is power? Explain its base and sources in detail.	15 marks
	Or	
Q.4	Describe process and sources of innovation.	15 marks
Q.5	Write Short Notes (Any 2 out of 4)	15 marks
	a. Organizational politics	
	b. Process of organizational change	
	c. Differences between organizational culture and climate	
	d. Creativity	

— X —

(2)