

SEAT No. _____

[86]

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SARDAR PATEL UNIVERSITY

MSW (HR) - IV SEMESTER EXAMINATION

Date: - 11/4/2018

Time:-2:00 p.m to 5:00 p.m.

Day: - Wednesday

Total Marks:- 70

PA04ESHR18:ORGANIZATIONAL EFFECTIVENESS & CHANGE

Q-1. Attempt all the questions. (10)

- (1) "Organizational effectiveness is the degree to which operative goals have been attaining while the concept of efficiency represents the cost/benefit rate incurred in the pursuit of these goals." Who has given this definition?
1) Barnard 2) Smith 3) Maslow 4) Steven
- (2) Which one is not considering under the heading of Approaches to Measure Effectiveness?
a) Goal Approach (B) Behaviour Approach
b) System-resource Approach (D) Cognitive Approach
- (3) Sanford has defined "_____ as a relatively enduring change in behavior brought about as a consequence of experience"
a) Personality b) Learning c) Effectiveness d) None of these
- (4) Innovation can be generated through _____ process.
a) Specific b) Meaningful c) Effective d) Creative
- (5) Which is/are the factor/s in Organizational Change?
a) External b) Internal c) both of these d) None of these
- (6) _____ is based on Psychology and _____ is based on Anthropology
a) Climate & Culture b) Climate & Environment
c) Culture & Environment d) Change & Development
- (7) _____ is commonly referred to as the degree to which predetermined goals are achieved.
a) Planning b) Efficiency c) Feedback d) Effectiveness
- (8) "Power is the probability that one actor within the relationship will be in a position to carry out his own will despite resistance." This definition has been given by _____.
a) Max Weber b) Barnard c) Maslow d) None of these
- (9) Which is/are the Customer-related criteria for Organizational Effectiveness?
a) Customer service b) Customer Satisfaction
c) Customer Loyalty d) All of these

(P.T.O.)

(10) Which is/are the feature/s of Organizational Development?

- a) Planned Change**
- b) Comprehensive Change**
- c) Long-range Change**
- d) All of these**

Q-2. Define Organizational Effectiveness. Explain its Models in detail. (15)

OR

Q-2. Discuss Power and elaborate Process of Empowerment in detail.

Q-3. Discuss the concept of Organizational Change and explain the Process of Organizational Change. (15)

OR

Q-3. Explain Factors affecting to Learning with relevant examples.

Q-4. Discuss Creativity and Innovation with relevant examples. (15)

OR

Q-4. Define Organizational Climate and Culture and describe Similarities and Differences between them.

Q-5. Write Short Notes: (Any Two) (15)

- 1. Organizational Development**
- 2. Organizational Politics**
- 3. Characteristics of Organizational Climate and Culture**
- 4. Characteristics of Organizational Effectiveness**

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