

U-121

M. B. A. (Third Semester) Examination, Dec. 2021

(For Regular / ATKT / Ex Students)

(Core Course)

Paper : FT-CC-301

**ORGANIZATIONAL CHANGE & QUALITY
MANAGEMENT**

Time Allowed : Three hours

Maximum Marks : 85

**Note : Attempt all five questions. All questions carry
equal marks.**

1. Explain the concept of organisation effectiveness and
organisation effectiveness indicators.

Or

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PTO

[2]

Explain types of change and how to overcome resistance
to change.

2. Brief note :

(a) Lewins model of change

(b) Action research model of change

Or

Brief note :

(a) Organisation Climate

(b) Organisation Culture

3. Role of power and politics in organisation working.

Or

✓ Explain organisation development concept with brief on
the O.D. process.

- ✓ 4. Explain different processes of organisation development
interventions.

Or

Explain Quality Management with its process.

5. Write short notes on :

(a) Bench marking

(b) Quality circles

Or

Write short notes on :

(a) ISO 9000 ,

(b) ISO 14000

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