

**SVKM'S NMIMS UNIVERSITY  
SCHOOL OF DISTANCE LEARNING**

**Programme: PG DHRM (IV)**

**Subject: Organizational Dynamics**

**Date:** 27.05.09

3.00 PM - 6.00 PM

**Marks: 100**

**Time : 3 hrs**

**Instructions:** Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

**NB:**

1. Question No. 1 is COMPULSORY
2. Answer any 4 from the remaining 7 questions.
3. Answer to each new question to be started on a fresh page.
4. All questions carry equal marks

- 1) What are the causes and symptoms of workplace stress ? Suggest innovative solutions to deal with workplace stress. What are the four stages of burnout ?
- 2) What do you understand by the term 'role' in an organization ? Elaborate on the four types of roles in an organization. Prepare a Comprehensive Role Analysis for 'Head of Training'.
- 3) Explain the Kurt Lewin model of change. Why do employees resist change ? What can be done to make change management more effective ?
- 4) Define 'organizational culture'. What are the factors that contribute to organizational culture ? Describe the Hofstede model for evaluating culture.
- 5) What is diversity ? Suggest techniques to manage diversity. What are the implications of failing to manage diversity effectively ?

*Contel -*

Organizational Dynamics (contd)

- 6) What are the features of a learning organization ? What are the facilitating and hindering factors in developing a learning organization ? What are the processes and outcomes of good power and politics in an organization.
- 7) Explain 'Cohesion'. What are the factors that increase and decrease group cohesiveness? Explain Tuckman's 4-stage model of group development.
- 8) Write short notes on (any four)
  - a) Schein's socialization model
  - b) Primary groups and Formal and Informal Groups
  - c) Elements of organizational behavior
  - d) Power and its types
  - e) Process of delegation
  - f) HR and ethics

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