

**UNIT-III**

5. Define individual and group creativity. How organisation can create climate for organisational creativity? 6+8=14
6. Define creative organisation. Explain the techniques of creative problem solving. 4+10=14

**UNIT-IV**

7. Write a detailed note on Heuristics and Biases in decision making. 14
8. Delineate to sources of stress. Also explain how to cope with stress. 6+8=14

**UNIT-V**

9. Discuss the various forms of organisational excellence by giving suitable example. 14
10. Explain the way in which organisation can manage different kinds of excellence. 14

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**PG Odd Semester Examination, 2022****COMMERCE**  
(3rd Semester)

Course No.: COMCC-304(HR)  
(Organisational Change, Development & Effectiveness)

*Full Marks: 70*  
*Pass Marks: 28*

*Time: 3 hours*

*The figures in the right margin indicate full marks for the question.  
Answer any five questions, taking one from each unit.*

**UNIT-I**

1. "Change is inevitable to every organisation". Explain. Also explain the reasons for resistance to change by the work force. 7+7=14
2. Delineate the concept of organisational development. Explain the techniques of OD intervention. 5+9=14

**UNIT-II**

3. Explain the sustainable organisational culture and changing organisational culture. 14
4. Write a critical notes on : 7+7=14
- (i) Effectiveness vs. Efficiency
- (ii) Integration of Goals and effectiveness