

Roll No.

Total Pages : 2

247402

May, 2019

MBA - IV SEMESTER

Organisational Change and Development

(MBA/HRM-210)

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. (a) What is resistance to change? (1.5)
- (b) Explain conflict management. (1.5)
- (c) How will you explain OD? (1.5)
- (d) Describe planned change. (1.5)
- (e) Discuss diagnosis at an individual level. (1.5)
- (f) What is survey feedback? (1.5)
- (g) How will you explain T group? (1.5)
- (h) Explain third party intervention. (1.5)
- (i) What is employee involvement? (1.5)
- (j) Who can be OD practitioner? (1.5)

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PART-B

2. (a) Differentiate between planned and unplanned change. (5)
(b) Explain the concept of Force Field Analysis with appropriate examples. (10)
 3. (a) Discuss values and assumptions of OD. (7.5)
(b) Explain the role and competencies of OD practitioner. (7.5)
 4. Define OD. Explain nature and characteristics of Organizational Development. (15)
 5. Explain the diagnosis at organization, group and individual level in an appropriate way. (15)
 6. (a) Write characteristics of effective feedback. (7.5)
(b) Explain third party intervention with an appropriate example. (7.5)
 7. What is organisation restructuring? How will you explain its process and implementataion. (15)
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