MBA-3rd Semester Examination
Jan. 2014
Organizational Change and Development
Subject Code: MSL-609
Time Allowed: 03 hours. Maximum Marks: 100

Before answering the question paper the candidate should ensure that they have been supplied the correct question paper. Complaints in this regard, if any, shall not be entertained after the examination.

Note: Question No. 1 is Compulsory and attempt two questions from each section. All questions carry equal marks.

1. a) Define happened and transformational change.
b) What do you mean by driving and restraining forces of change?
c) Explain the significance of role focused interventions.
d) What do you mean by work-design?
e) Explain the terms ‘Restructuring’ and ‘Six Sigma’. (5x4=20)

SECTION – A

2. “Planned Change is often thought to be the best approach to take in organizations.” In the light of this statement explain the different phases of planned change. Can unplanned change ever be effective? Explain. (20)

3(a) What is Organizational Diagnosis? Explain the significance of conducting Organizational diagnosis and need analysis. (10)

(b) Explain the various reasons of resistance to change. (10)

4. What characteristics distinguish organizational development? “OD is an integral part of every manager’s job”. Explain. (20)

SECTION – B

5(a) What do you mean by human process interventions in OD? Explain and contrast team building and process consultation. (10)

(b) Explain and Contrast Continuous Quality Management and Re-engineering. (10)

6. What is the purpose and meaning of an OD intervention? Describe the various Strategic interventions. (20)

7(a) Discuss an OD practitioner’s role and Competencies. (10)

(b) “OD efforts should be managed in an ethical manner.” Do you agree? Explain the role of ethics in OD. (10)