

**M.B.A. (HR) SEMESTER - III (2012 COURSE)(CHOICE BASED
CREDIT SYSTEM) : SUMMER - 2018**
SUBJECT : ORGANIZATIONAL DEVELOPMENT & CHANGE MANAGEMENT

Day : **Monday**
Date : **07/05/2018**

Time : **10.00 AM TO 01.00 PM**
Max. Marks : 100

S-2018-1954

N.B.:

- 1) Attempt **ANY FOUR** questions from Section – I and attempt **ANY TWO** questions from Section - II.
- 2) Answers to both the sections should be written in the **SAME** answer book.
- 3) Figures to the right indicate **FULL** marks.

SECTION – I

- Q.1** Define “Organization Development” and trace the evolution of this concept. **[15]**
- Q.2** Discuss in detail any two theorists’ contribution to the field of Organization Development. **[15]**
- Q.3** What are ‘Interventions’? Highlight any three interventions that help in the process of change management. **[15]**
- Q.4** Explain the stages in the Organizational Development process. **[15]**
- Q.5** Write short notes on **ANY TWO** of the following: **[15]**
- a) Role Analysis Techniques
 - b) T – Group
 - c) Behavioural Modelling

SECTION – II

- Q.6** ACME Private Ltd., has a few issues as regards the inter-departmental communication system, customer feedback incorporation and team-building activities. As an Organizational Development consultant, what will be your course of action that would help this medium – scale enterprise in initiating necessary changes? **[20]**
- Q.7** You have recently been hired to oversee the change management process in an organization. As an Organizational Development Consultant what precautionary steps will you take as regards the following: **[20]**
- a) Issues in Consultant – Client Relationship.
 - b) Ethical issues
 - c) Political environment in the organization
- Q.8** Explain how “Life and Career Planning” and “Coaching and Mentoring” help in integrating employee aspirations with the organizational goals. **[20]**