

**M.B.A. (HR) SEMESTER - III (2012 COURSE)(CHOICE
BASED CREDIT SYSTEM) : WINTER - 2017
SUBJECT : ORGANIZATIONAL DEVELOPMENT & CHANGE MANAGEMENT**

Day : Saturday
Date : 18/11/2017

W-2017-1838

Time 10.00 AM TO 01.00 PM
Max. Marks : 100

N.B.

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

SECTION – I

- Q.1** Define Organizational Development and discuss the historical development of the field of Organizational Development. (15)
- Q.2** What is Behavioural Modeling? Discuss the various steps involved in behavioural modeling. (15)
- Q.3** Discuss in detail the characteristics of effective teams. (15)
- Q.4** Discuss in detail Grid Organization Development method used as an organization wide intervention. (15)
- Q.5** Explain in detail the various issues involved in consultant client relationship during the process of Organizational Development. (15)
- Q.6** Write short notes on any **TWO**: (15)
- a) Transactional Analysis
 - b) Importance of planned change
 - c) T-Groups

SECTION – II

- Q.7** You are the HOD of the economic department of a reputed university. Most of the faculty members from your department have more than 15 years of experience in teaching. As per the new directives you plan to introduce use of Information and Communication Technology (ICT) in your department to not only make the teaching more interactive but also automate various academic processes. You sense that your faculty will resist the use of ICT in teaching and evaluation as they would be more comfortable to carry out their work using traditional methods. As a departmental head how will you overcome resistance to change? (20)
- Q.8** For coaching to be effective what do you think are the pre-requisites required by the one who coaches and the one who undergoes coaching? When is coaching used? (20)
- Q.9** A new team formed in a co-operative bank for granting loans to farmers is having difficulty taking decisions on time. Vimal, one of the members comments “How is a team expected to work if one member is from Mumbai, one from Bangalore, two from Satara and one more from Assam? Don’t our managers understand?” You are called in as a consultant. How will you solve this problem? (20)

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