



CBCS SCHEME

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16/17MBAHR404

Fourth Semester MBA Degree Examination, June/July 2019 Organization Change and Development

Time: 3 hrs.

Max. Marks:80

Note: 1. Answer any FOUR full questions from Q.No.1 to 7.
2. Q.No. 8 is compulsory.

- 1 a. What do you mean by planned change? (02 Marks)
b. Describe the external forces of change. (06 Marks)
c. Elaborate on the different types of change. (08 Marks)
- 2 a. What do you mean by resistance to change? (02 Marks)
b. Elucidate on the skills required for effective change management. (06 Marks)
c. Explain in detail the various models of change. (08 Marks)
- 3 a. Define organization development. (02 Marks)
b. State the reasons why organizations resist change. (06 Marks)
c. Elaborate on how can organizations overcome resistance to change. (08 Marks)
- 4 a. What do you mean by downsizing? (02 Marks)
b. Describe the human process interventions. (06 Marks)
c. Explain the future of organization development. (08 Marks)
- 5 a. Write a note on parallel learning structures. (02 Marks)
b. Describe the techno structural interventions of OD. (06 Marks)
c. State the methods and techniques used in collecting and analyzing diagnostic information. (08 Marks)
- 6 a. What do you mean by 'unchanging and refreezing'? (02 Marks)
b. Explain the group based interventions. (06 Marks)
c. Describe the sin box diagnosing model. (08 Marks)
- 7 a. What do you mean by business process reengineering? (02 Marks)
b. Elucidate the individual based interventions of OD. (06 Marks)
c. Explain the competitive and collaborative strategies of OD. (08 Marks)

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CASE STUDY

Higher education institutions are given time till 2022 to get themselves accredited by the National Board of Accreditation. In this regard the whole shift is towards outcome based education. The teaching will now have to focus on the new system of education and be relevant with new updates. The new system will bring in a lot of administrative documentation work which forces the teachers to work beyond their office hours. This is now taken as an OD initiative.

- a. Compile on how the diagnostic data should be collected for the NBA accreditation. (08 Marks)
- b. Defend which level of diagnosis needs to be handled at educational institutions. (08 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and/or equations written eg. 42+8 = 50, will be treated as malpractice.