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Roll No.

18CC2014

M.B.A. EXAMINATION, May 2019

(Third Semester)

(C Scheme) (Re-appear)

ORGANIZATIONAL CHANGE AND
DEVELOPMENT

HRM01C

Time : 3 Hours]

[Maximum Marks : 75

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

(2-35/19) M-18CC2014

P.T.O.

Unit I

1. What is Change ? Explain the various process based models of change. **15**
2. “Change is highly important to the success of an organization, but many people have tendency, overtly or covertly to resist it.” Discuss this statement in the light of the reasons and the possible solutions to resistance to change. **15**

Unit II

3. Define Organization Development. Compare the different methods for gathering diagnostic data. Also, discuss the techniques for analysing data. **15**
4. What do you mean by effective interventions ? How HR managers can design effective interventions ? **15**

Unit III

5. What are techno structural interventions ? Discuss the advantages, disadvantages and contingencies of the process-based, the customer-centric and the network organizational structure. **15**
6. Write short notes on the following interventions :
 - (a) Employee stress and wellness interventions **7.5**
 - (b) Career planning and development interventions. **7.5**

Unit IV

7. Explain the term change agents. Discuss the advantages and disadvantages of internal and external change agents to bring about effective change in the organization. **15**
8. Define Power. What are the sources of power ? What are the implications of power and politics for the practice of OD in an organization ? **15**