

2018

MBA

3rd Semester Examination

ORGANISATIONAL CHANGE AND DEVELOPMENT

(Specialisation : Human Resource Management)

PAPER—HR-308

Full Marks : 100

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

Answer All Questions.

1. Answer any *eight* questions : 8×5

- (a) Define Organisation Development (OD) and briefly state the concept of organisation development.
- (b) State and briefly discuss the elements of action component of organisation development.

(Turn Over)

- (c) Define Action Research. State and briefly explain the different types of action research.
- (d) What is work teams in organisation development? State the role of work team in organisation development process.
- (e) Briefly discuss the role and objective of action component in OD intervention.
- (f) Describe the nature of Organisational Development Interventions. Explain the various criteria which influences the decision of choice of particular OD interventions.
- (g) Discuss the use and purpose of team building meeting.
- (h) What is sensitivity training and what are the effect upon group process intervention in OD practice.
- (i) What is job reengineering and what are its uses ?
- (j) 'A well designed career planning is paramount importance both for the organisation and its employees'. Explain.

- (k) Why do individuals resist changes in the organisations they are employed in ?
- (l) What are the objectives and uses of consultant-client relationship.

2. Answer any four questions : 4×10

- (a) Give an idea of organisation of organisational change process.

Discuss the three stage model of the organisational change process as was introduced by Kurt Lewiss.

4+7

- (b) Explain in brief the values encompassed in OD. Briefly describe the operational components of OD.

5+5

- (c) Define OD Action Research. Discuss the role of OD action research in Origination development process.

2+8

- (d) Define career. Explain the process of career planning. Briefly elucidate the different career anchors as summarized by Edgar H Schein.

2+3+5

- (e) Discuss the fundamentals of gestalt approach to team building.
- (f) (i) Discuss the concept and purpose of MBO.
(ii) What is QWL and state its features and benefits.

5+5

[Internal Assessment : 20 Marks]
