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14MBAHR410

Fourth Semester MBA Degree Examination, June/July 2017
Organization Change and Development

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 What is Organisation Vision? (03 Marks)
- 2 What do you understand by strategic planning? (03 Marks)
- 3 What is meant by OD intervention? (03 Marks)
- 4 Explain the term 'Conflict Management' (03 Marks)
- 5 What do you understand by 'Balanced Score Card'? (03 Marks)
- 6 Bring out the meaning of Human process interventions. (03 Marks)
- 7 Give the meaning of diagnostic model. (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Explain the various steps involved for designing intervention. (07 Marks)
- 2 Briefly explain the individual level diagnosis. (07 Marks)
- 3 Explain the issues in Client – Consultant Relationship. (07 Marks)
- 4 Discuss the contribution of Kurt Lewis to the theory of Organisational change. (07 Marks)
- 5 Briefly discuss the OD values necessary for dealing with an individual group and organisation. (07 Marks)
- 6 What are the ethical standards / dilemmas in OD? (07 Marks)
- 7 What methods / techniques are adopted for overcoming resistance for change in an organization? (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Briefly explain the various types of interventions of organization development. (10 Marks)
- 2 Explain the different types of organization changes. (10 Marks)
- 3 Write in brief, note about the future of OD and the changing role of OD consultant. (10 Marks)
- 4 Give a detailed account of the Major Techno – Structured OD interventions. (10 Marks)

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.

- 5 Write a note on the evaluation of OD and how OD is fetching positive results in organization. (10 Marks)
- 6 What is OD and what are its various implications on the client area? (10 Marks)
- 7 Explain in detail the process of OD. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

Organisational Changes in Public Hospital

The study attempts to identify the organizational changes in one of the independent public health care facilities in the context of organizational efficiency. The assessments were based on the techniques of participant observation, analysis of hospital records and interviews with the management and employees. The results showed that the organizational changes carried out in the hospital in 2005 have significantly contributed to the increased level of organizational efficiency, manifested among other things in the greater availability and quality of services. At the same time it should be noted that the process was quite long (lasted about 5 years) and extremely difficult due to numerous dismissals of staff, accompanying organizational changes.

Questions :

1. What Organisational changes can you identify from the study? (10 Marks)
2. What measures have to be taken to make the process easier and to reduce the dismissal rate of staff? (10 Marks)
