5. Explain the merits of job redesign.

4. What is a change process? How it will affect an organisation?

3. What are the individual factors which are resistance to change?

2. Differentiate planned and unplanned change in an organisation.

1. Organisational change: What are the forces which will decide the

**Answer any FIVE questions.**

PART A — (6 x 6 = 36 marks)

Maximum: 100 marks

Time: Three hours

(2012 - 2013 Batch Onwards)

**Organisational Development and Change**

Human Resource Management

Fourth Semester

DECEMBER 2014/JANUARY 2015.

M.B.A. DEGREE EXAMINATION.

MHR 4001

**MHR 4001**

Add your comments on this particular case:

Questions:

... positive and productive change.

The agenda is given to all group members.

Karthick possibly leaves the agenda with open

Before the retreat, Karthick puts together an

Discuss the problem and possible ways to solve

After Swetha without mentioning any names. After

Karthick reports the general findings back to
6. What are the various types of interventions?
7. Explain the values, Assumptions and Beliefs in OD.
8. What are the characteristics of an Effective team?
   PART B — (5 x 10 = 50 marks)
   Answer any FIVE questions.
9. Discuss lewin’s Three step model in organisational change.
10. Explain the techniques to overcome change.
11. Describe the effectiveness of change program in an organisation. How will you effectively implement the change program?
12. Explain the need and importance of socio-technical system approach for change.
13. Explain the methodology to be adopted in survey feedback for organizational development. What are the pitfalls occur in survey feedback method.
14. Elaborate the various phases of OD.
15. Discuss the Six-Box model in OD.
16. Elaborate various techniques and exercises used in Team Building.

PART C — (20 marks)
Compulsory

17. Case study

Swetha is the marketing department manager. She has noticed that her staff seems to be pulling in separate directions and some members have trouble cooperating with others. She feels team building will help her department function in a more positive and productive way. Swetha interviews several OD consultants to find the change agent she thinks will be right for what she needs. Swetha decides on Karthik, an organization development consultant that best answered the question, “How will this change agent build a group into a team?” Karthik meets with Swetha to discuss the problems. Karthik and Swetha define the problem as Swetha sees it. They discuss specific questions to ask and data that will be collected from interviews with team members. Karthik interviews Swetha’s staff and immediately a number of issues surface that appear counterproductive to effective functioning. Lack of communication is identified as the most serious problem, and many of the other major issues are the direct result of the communication break down.