No. of Printed Pages—2

85L (OCD)

[18–HRGPKAC–M3S]

MBA 3rd Semester Exam., 2018

ORGANIZATIONAL CHANGE AND DEVELOPMENT

[MBA (S3) 22]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer any *five* from the following questions (each within *50* words) : 2×5=10

(a) Define 'Organizational Mirroring'.

(b) Define 'Organizational Development'.

(c) State the meaning of 'Change Agent'.

(d) Define 'Proactive Change'.

(e) Define 'Bureaucracy'.

(f) Define 'Organization'.

2. Answer any *three* from the following questions (each within *150* words) : 4×3=12

(a) State four advantages of Bureaucracy.

(b) State the meaning of 'Transactional Analysis'. Also outline two advantages of Transactional Analysis. 2+2=4

(c) Give a brief outline on the concept of job evaluation.

(d) State the meanings of directive counselling and non-directive counselling.

3. Answer any *three* from the following questions (each within *250* words) : 6×3=18

(a) Discuss the various functions of counselling.

(b) Discuss the techniques to wield political power in the organization.

(c) Outline the difference between management development and organization development.

(d) Define 'transaction'. Also discuss the complementary transaction and ulterior transaction. 2+2+2=6

4. Answer any *four* from the following questions (each within *500* words) : 10×4=40

(a) Discuss the scientific management theory by F. W. Taylor.

(b) Describe the concept of Organizational Culture. Discuss the various functions of organizational culture. 4+6=10

(c) Give a detailed note on the 'individual' and 'social' resistance to change. 5+5=10

(d) Define 'Change'. Indicate the various dimensions of Organizational Change. 4+6=10

(e) Identify and discuss with an illustration the Greiner's five-phase of organizational evolution model.

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