No. of Printed Pages—2

85L (OCD)

[19-HBPGKOW–M3S(O) 20M]

MBA 3rd Semester (Old) Exam., 2019 (W)

ORGANIZATIONAL CHANGE AND DEVELOPMENT (HRM)

[MBA 22 (HRM)]

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 in around *50* words) : 2×5=10

(a) Define bureaucracy.

(b) Define change.

(c) What is change agent?

(d) Define organizational development.

(e) Define action research.

(f) Define organizational development intervention.

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

(a) Discuss the advantages of bureaucracy.

(b) Discuss the major types of organizational change.

(c) Write a short note on 'sensitivity training'.

(d) Discuss how self-managed teams are developed.

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

(a) Explain the different phases of organizational development programme management.

(b) Define management development. Outline any three points of difference between management development and organizational development.

(c) Discuss in detail about 'force field analysis' of planned change.

(d) Define organization. Explain the importance of organizing. 3+3=6

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

(a) Discuss the steps involved in organizational structure and the benefits of a good organization. 5+5=10

(b) What is meant by resistance to change? Discuss briefly individual's resistance to change and organizational resistance to change.

(c) Define transactional analysis (TA). Discuss the advantages and disadvantages of transactional analysis. 2+4+4=10

(d) Define counselling. Explain the different types of counselling. 4+6=10

(e) Explain Deming's 14 principles of management.

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