M Com/MBA 4th Semester (New) Exam., 2021

ORGANIZATIONAL CHANGE AND DEVELOPMENT

[PGCM–S4–02 (H)/PGBA–S4–02 (H)]

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) Mention two assumptions of OD about people as individuals.

(b) Discuss any two methods of data collection in OD.

(c) What is an OD map?

(d) Define the following :

(i) Professional values

(ii) Humanistic values

(e) Discuss the responsibility charting technique.

(f) State two characteristics and two benefits of OD interventions.

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

(a) Discuss a few internal forces of change.

(b) Discuss a few factors affecting the success of interventions in organizations.

(c) Write a short note on quality of work life.

(d) Discuss the relation between organization learning and knowledge management.

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

(a) Discuss the reasons why people resist change in organizations.

(b) Discuss the issues that can arise in client-consultant relationship in OD.

(c) Explain a few career planning and development interventions.

(d) Explain the various stages of socio-technical systems.

4. Answer any *four* from the following questions (each in around *300* words) : 10×4=40

(a) Discuss the various ethical standards in OD.

(b) Explain the emerging trends in OD.

(c) Discuss the competencies required for an OD professional.

(d) Explain the different phases of an OD program.

(e) Discuss the basic characteristics of organizational development. Why is organizational development necessary? 8+2=10

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