Krishna Kanta Handiqui State Open University
MBA 5th Sem. Examination, 2015
Organization Change and Development (HRM) [MBA 22-HRM]

Time : 3 Hrs. Full Marks : 80

1. Answer any five from the following questions : 5×2 = 10
(Each within 50 words)
   (a) Define 'organization'.
   (b) What is 'Reactive Change'?
   (c) What do you understand by 'change agents'?
   (d) What is 'management development'?
   (e) What is OD intervention?
   (f) What do you understand by 'politics'?
2. Answer any three from the following questions : 4×3 = 12
(Each within 100 words)
   (a) What do you understand by 'role playing' and 'role conflict'?
   (b) What is 'directive' and 'non-directive' counselling?
   (c) What is 'sensitivity training'?
   (d) What is 'Machiavellianism'?
3. Answer any three from the following questions : 6×3 = 18
(Each within 250 words)
   (a) What is 'Action Research? Explain the model of Action Research process with illustration.
   (b) State three advantages and disadvantages of transactional anaysis.
   (c) Write down the objectives and goals of 'Organisational Development'.
   (d) Write down the reasons for individual resistance of change.

4. Answer any four from the following questions : 10×4 = 40
(Each within 400 words)
   (a) Explain in detail 'Kurt Lewin model of change'.
   (b) What is 'Innovation'? Explain with illustration the process of innovation.
   (c) Discuss 'Deming Chain Reaction Theory'. Write down the steps of 'Deming Cycle'.
   (d) Why is 'organizational development' required? Dicuss the 'organizational development' process.
   (e) Discuss the scientific management theory by F. W. Taylor.

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