No. of Printed Pages—2

654 (OCD)

[18–HRGPKAC–MBA5S]

MBA 5th Semester Exam., 2018

HRM (SPECIALISATION)

(Organization Change and Development)

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 'job design'.

(b) State the meaning of 'management development'.

(c) Define 'proactive change'.

(d) Define 'first-order change'.

(e) State two advantages of bureaucracy.

(f) Define the term 'organization'.

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

(a) Write a short note on job evaluation.

(b) Outline the different functions of counselling.

(c) Illustrate with a diagram the steps in the Deming wheel.

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

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

(a) Define culture. Also outline the functions of organizational culture. 2+4=6

(b) Discuss the Mintzberg's five forms of organizational design. 6

(c) Identify and discuss the steps suggested to manage change. 6

(d) Explain the external reasons of change. 6

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

(a) Describe Deming's TQM philosophy in light of the principles he enunciated. 10

(b) Describe Greiner's five phase of organizational evolution model. 10

(c) Define 'action research'. Discuss the steps involved in action research. 2+8=10

(d) Describe 'force field analysis'. Also explain the guidelines for implementing force field analysis. 6+4=10

(e) What is the role of ethics in an organization? Indicate some practice that may lead to the promotion of ethics in an organization. 10

★ ★ ★