

# MS-303/HR-2301

## Organizational Change and Development

Master of Business Administration/P.G. Diploma in

Human Resource Management

(MBA-10/12/13/16/17/PGDHRM-10/16/17/)

3rd /1st Semester Examination, 2019 (June)

**Time : 3 Hours]**

**Max. Marks : 80**

**Note :** This paper is of Eighty (80) marks divided into three (03) sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

### SECTION-A

#### (Long Answer Type Questions)

**Note :** Section 'A' contains four (04) long answer type questions of Nineteen (19) marks each. Learners are required to answer any two (02) questions only.

(2×19=38)

1. "Change is must for an organization and managers". Discuss this statement. Also explain, in detail Kurt Lewin's Model of change.
2. Define organizational change. Describe how the managers might change the structure, technology and people.

3. What is organizational development? What ethics need be followed in organizational development?
4. (a) What do you understand by Knowledge Management and Knowledge Networks ?  
(b) What are the various factors that the organizational knowledge process deals with?

### **SECTION-B**

#### **(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer any four (04) questions only. (4×8=32)

Discuss any four of the following questions :

1. Organizational Mirroring
2. Organizational Learning.
3. Group as a medium of change.
4. Resistance to change.
5. Sub-cultures and counter cultures within the dominant organizational culture.
6. Sources of organization-based power.

7. Role of total quality management in organizational development.
8. Role of social capital in an organization.

**SECTION-C**  
**(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of one (01) mark each. All the questions of this section are compulsory. (10×1=10)

Write True/False against the following :

1. For change to be successful, organizations should be the learning organizations.
2. Transformation leaders inspire followers to transcend their own self-interest for the good of the organization.
3. Socialization is a process that helps employees adapt the organization's culture.
4. Power is not derived from the official position one holds.
5. People resist change because their core skills are threatened by change.
6. A large part of managing involves dealing with people more than dealing with money.

7. A difficult employee is one who says yes and does nothing.
  8. Conflicting priorities do not lead to wrong planning.
  9. Deming Cycle is also known as PDCA Cycle.
  10. Achieving results depends less on planning and more on controlling.
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