

7. Discuss Organisational transformation. What are the various steps involved in Organisational transformation.

UNIT – IV

8. Write in detail the process of Organisational development in service sector with suitable example.
9. What are the future trends in Organisational Development? Explain.

Roll No.

12045

**MBA 2 Year 3rd Semester (CBCS)
Examination – December, 2019**

ORGANISATIONAL CHANGE AND DEVELOPMENT

Paper : 17IMG23GH2

Time : Three Hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note: The question paper is divided in *two* sections. Section 'A' comprising *eight* short answer type questions (carrying *two* marks each, which are compulsory. Answer to each question should not exceed 50 words normally) Section 'B' comprising 8 questions (2 questions from each Unit). The students are required to attempt *four* questions selecting *one* question from each Unit. All questions will carry equal marks.

SECTION – A

1. Short Answer Type Question :

- (a) What is the role of Visioning in Organisational development ?
- (b) What do you mean by Change Proneness ?
- (c) What is the relationship of HRM and Culture of Change ?
- (d) Enlist the steps of Change Process.
- (e) What is the process of Leading the Change ?
- (f) How do you facilitating the Change in an Organisation ?
- (g) "People resist change for the sake of resistance" Comment.
- (h) What are the characteristics of good organization culture ?

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SECTION – B

UNIT – I

2. What are the main objectives and importance of Organisational change ? Explain.
3. Analyze the characteristics of organizational development as a means of managing change in an organization.

UNIT – II

4. Explain in detail the personal and group process intervention.
5. What are the objectives of coaching and mentoring ? Explain the role focused Interventions.

UNIT – III

6. What is the process of reengineering employee involvement ? Explain.

12045-1650-(P-4)(Q-9)(19) (3)

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