

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA - SEMESTER-III • EXAMINATION – SUMMER • 2015

Subject Code: 830301

Date: 01-06-2015

**Subject Name: Change Management and Organizational Development
(CM&OD)**

Time: 14:30 pm – 17:30 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1 (a) What is Organization Development? Mention the characteristics of Organization Development. **07**

(b) List out various OD practitioner styles with reference to client practitioner relationship. **07**

Q.2 (a) Explain the meaning of Organization Development. Also explain why is diagnosis a very critical step in the OD process and what can be the results of a wrong diagnosis. **07**

(b) Explain in detail the three different levels of diagnosis of organizational systems as per the Comprehensive Model for diagnosing organizational systems. Give suitable examples. **07**

OR

(b) Explain socio-technical system and its five components. **07**

Q.3 (a) Discuss types of process interventions. **07**

(b) Justify the need for team development in bringing effective change in organization. Mention operating problems of work teams. **07**

OR

Q.3 (a) What according to is the essence of good teams in organizations. Discuss under what situations do organizations need Team Interventions and how will various Team Interventions impact upon Organization Development. **07**

(b) What do mean by Stress Management? Explain the major sources of stress in modern world. **07**

Q.4 (a) What are inter-group development interventions? Explain in brief. **07**

(b) Explain the concept of Total Quality Management and support your answer with suitable example. **07**

OR

Q.4 (a) Explain the Strategic Change Management. And how is it useful to OD practitioner? **07**

(b) Discuss the Grid OD Intervention and its implementation steps towards creating a Team Based work environment in organizations. Discuss the impact that such an intervention will create on organization's performance. **07**

- Q.5 (a)** What is Role-Analysis? Discuss in detail the steps involved in Role Analysis Technique. **07**
- (b)** Discuss the difference between coaching and mentoring. Give different organizational situations where each of these interventions can prove effective. Detail the aspects to be kept in mind for effective implementation of each of these interventions. **07**

OR

- Q.5 (a)** Discuss the future trends in organization development. **07**
- (b)** Write Short Notes on any ONE : **07**
- (1) Creating a culture of change.
 - (2) Activities contributing to effective Change Management.
 - (3) Laboratory Learning
