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Register Number :

6768

Name of the Candidate :

M.B.A. DEGREE EXAMINATION DECEMBER 2013.

(HUMAN RESOURCE MANAGEMENT)

(SECOND YEAR)

**210 — ORGANISATIONAL DEVELOPMENT AND MANAGEMENT OF
CHANGE**

Time : Three hours

Maximum : 75 marks

SECTION A

**Answer any FIVE questions.
All questions carry equal marks.**

(5 × 3 = 15)

1. State the importance of organisational development.
2. List the steps involved in organisational development.
3. State the objectives of confrontation meeting.
4. What is survey feedback?
5. Define the term 'Organisational Politics'.
6. Specify the need for organisational change.
7. List the group resistances to change.
8. What is 'readiness to change'?

SECTION B

**Answer any THREE questions.
All questions carry equal marks.**

(3 × 10 = 30)

9. Describe the history of organisational development.
10. State the need for organisational development interventions.

11. Is action research – a process and approach for organisational development? Discuss.
12. State and describe the factors influencing business organisations in appointing external change agents.
13. Describe the methods involved in overcoming resistance to change.

SECTION C

Answer any ONE question.

(1 × 15 = 15)

14. With a neat sketch, describe the process involved in organisational development.
15. Describe the factors influencing political behaviour.
16. Describe levin's change model.

SECTION D

(1 × 15 = 15)

Compulsory

17. SVS & Co., is a sugar manufacturing organisation located in the southern part of Tamilnadu. Most of the employees working in this organisation are uneducated and a consistent proportion of them consume liquor. These employees belong to various trade unions supported by different political parties. They often clash with each other and are not co-operative. As a result, the work gets affected and the organisations profit also had a beating. Since most of the unions strive for power, they encourage political behaviour inside the factory premises. The management of the company has decided to go for organisational development interventions. How can they proceed further?
