

Total No. of Pages: 2

6869

Register Number:

Name of the Candidate:

M.B.A. DEGREE EXAMINATION December 2014

(HUMAN RESOURCE MANAGEMENT)

(SECOND YEAR)

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

Time: Three hours

Maximum: 75 marks

SECTION – A

(5×3=15)

Answer any FIVE questions

1. Define Organisational Development.
2. Bring out importance of Organizational Development.
3. What is meant by Action Research?
4. Define Team Building.
5. What is Group Decision making?
6. List out some techniques to overcome resistance to change.
7. What is the need of organisational change?
8. State some factors affecting resistance to change.

SECTION – B

(3×10=30)

Answer any THREE questions

9. Why are organisational changes often resisted by individuals and groups within the organisation? How can such resistance be prevented or overcome.
10. Give a brief overview of the evolution of organisational theory.
11. What are the factors that induce and sustain group cohesiveness?
12. Explain the causes of political activities in an organisation. What types of power of the organisational members use?
13. Discuss the reasons why organizations often implement change without giving adequate attention to the management of change process.

SECTION-C

(1×15 =15)

Answer any ONE question

14. Define power, why power so important in an organisation. What are the various bases of power?
15. People sometimes resist change for the sake of resistance –Comment.
16. Discuss the nature of Organisational Development (OD). What are the assumptions underlying OD.

6869**SECTION-D
(Compulsory)****(1×15 =15)**

17. Ashish is the head of the production Department of a multi-product company. Gobind, one of the foremen is continually socializing with the Deputy Production Manager pushkar. Gobind often arranges his coffee breaks with pushkar and takes him out on fishing trips on week-ends.

Gobind is always getting information about the proposal changes in the production department from pushkar and sharing the same with the fellow foremen and workers. Ashish doesn't like all his and its worried about the possible dysfunctions of informal relations. Further, Gobind has not listened to the advice of Ahsish regarding restricted socialisation with others. Some people openly refer to Gobind as Mr. Climber.

Questions:

- i) What could be the unintended consequences of informal relation?
- ii) What do you think is the motivation behind Gobind's behaviour?
- iii) If you were the head of production department what action could you take? Why?
