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Total No. of Pages : 02

Total No. of Questions : 06

PIT MBA (Sem.-3)
ORGANIZATIONAL DEVELOPMENT
Subject Code : MBA-316
Paper ID : [51206]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** contains **SIX** questions carrying **TWO** marks each and students has to attempt **ALL** questions.
2. **SECTIONS-B** consists of **FOUR** questions each carrying **TEN** marks each and student has to attempt **ALL** questions.
3. **SECTION-C** consist of **ONE** Case Study carrying **EIGHT** marks.
4. **All Questions are Compulsory.**

SECTION-A**1) Answer briefly :**

- a) What are the features of OD?
- b) What are the phases of OD program management?
- c) What are intergroup interventions?
- d) Define behavior modeling.
- e) Define Power.
- f) What are ethical issues in OD?

SECTION-B

- 2) Define Organisational development. Explain its assumptions and beliefs.
- 3) Explain the six box models of OD.
- 4) Define team. Explain the techniques of team building.
- 5) Explain the role of consultant in success of Organisational development program.

SECTION-C**6) CASE STUDY :**

Forty exceptional employees, six short months, and the responsibility to one reputable Fortune 100 company, that is what Darci was handed over when she accepted a job as the general manager of sales for the MBS Group. She inherited a global team of customer support managers, all of whom work with diverse clientele, including engineers, marketing organizations, consultants, and external customers. She also manages a team of leaders who drive worldwide standards for sales basics, internal and external readiness, and the business rhythm and communications to accelerate the MBS Group.

To add to the chaos, this group, which had operated autonomously within Microsoft, faced a large organizational shift when she started : “our enterprise and small business teams integrated our CRM solutions into the overall business strategy and execution. It took our work from a priority state of 4 to 9 overnight,” she says.

As daunting as her situation seemed, Darci was not new to managing dynamic teams or governing complex situations. Her career often has included strategising on the higher executive level. This time, however, would be different. She planned to implement a comprehensive leadership and team development program that would transform her work culture and provide a foundational structure for her team.

Questions :

- a) Analyze the problems in the above case.
- b) Give suggestions about what Darci should do in the situation mentioned in this case.