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Total No. of Pages : 02

Total No. of Questions : 15

MBA (2014 to 2017) (Sem.-4)
ORGANISATION DEVELOPMENT

Subject Code : MBA-966

Paper ID : [A2541]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **SECTION-A** contains **SIX** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
2. **SECTIONS-B** consists of **FOUR** Subsections : Units-I, II, III & IV. Each Subsection contains **TWO** questions each carrying **EIGHT** marks each and student has to attempt any **ONE** question from each Subsection.
3. **SECTION-C** is **COMPULSORY** and consist of **ONE** Case Study carrying **EIGHT** marks.

SECTION-A

1. Discuss System Theory.
2. Define Empowerment.
3. Discuss the nature of consultant expertise.
4. What do you mean by T-Group Training?
5. What are the various bases of power?
6. Explain third party peacemaking intervention.

SECTION-B**UNIT-I**

7. What do you mean by Organizational Development? Discuss the values, assumptions and beliefs in OD.
8. What are the distinguishing characteristics of OD?

UNIT-II

9. Discuss the process of Action Research Model.
10. What are the various steps involved in Organizational Development Program?

UNIT-III

11. Discuss the major Organizational Development Interventions.
12. Explain the role of power and politics in OD.

UNIT-IV

13. Discuss the issues in consultant-client relations.
14. Write a note on :
 - a) Ethical Standards in OD
 - b) Contemporary Issues in OD

SECTION-C**15. Case Study :**

ABC is global manufacturer of burners for hot water boilers and industrial furnaces and ovens. The company has recently hired a new operations manager for its plant in china whose mandate is to improve the efficiency of the Beijing office, to eliminate ABC distributor's poaching behavior, and to elevate ABC brand equity in the Chinese market. Wong had a good track record. Having succeeded in his previous jobs: as an analyst in a consulting firm and a star sales manager in a major manufacturing company. He was confident he would be able to repeat his success at ABC. However, the initiative to eliminate distributor's poaching had failed, and Wong must determine why this initiative failed and prepare a report for the senior management. He would have to justify his action in front of ABC area manager.

Questions :

- Q1. As Wong, were you the right change agent at ABC? Why or why not?
- Q2. Conduct a step-to-step analysis of Wong's "*Distributor Restructuring Program.*"