

Roll No.

Total No. of Pages : 02

Total No. of Questions : 15

MBA (2012 & Onward) (Sem.-4)
ORGANIZATIONAL DEVELOPMENT
Subject Code : MBA-966
Paper ID : [A2541]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS 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 consists of ONE Case Study carrying EIGHT marks.**

SECTION A

1. Discuss the role of Employee Empowerment in organizational development.
2. Define First Generation Organizational Development.
3. What is the contribution of politics in Organizational Development?
4. Discuss various ethical issues related to organizational Development.
5. What are T-Groups?
6. What is Behavioural modeling?

SECTION B

UNIT I

7. *“Organizational Development has evolved, adapted and changed dramatically in the decades since the first T-groups were initiated”*. Elucidate the statement.
8. Define Planned Change. Discuss various theories of Planned Change.

UNIT II

9. Define Organizational change. Give a brief account on various models of managing change.
10. Write short notes on the following :
 - a) The Six Box Model
 - b) Parallel learning Structures

UNIT III

11. Define OD interventions. What are the goals and issues involved in implementing of team development Interventions?
12. Write a note on the Structural and Comprehensive interventions of Organizational Development.

UNIT IV

13. What is contracting? Discuss various purposes of Contracting in Organizational Development process.
14. Discuss the significance of Deductive and Inductive analysis models of diagnosis and data analysis by an OD practitioner.

SECTION C

15. CASE STUDY

Your company has outsourced the customers' complaints handling to a well-known centre. You are a leading mobile phone manufacturer. Recently, you have observed your market share and found that profitability has nose-dived to an alarming level. As the Marketing head of the company, you have been asked to draw an elaborate plan for organizational diagnosis.

- a) Develop your plan clearly detailing the methods of your diagnosis with due justification.
- b) Also, explain how organizational diagnosis is possible using unobtrusive measures giving suitable examples.