

Roll No.

Total No. of Questions : 15

Total No. of Pages : 02

MBA (2015 to 2017) (Sem.-4)

ORGANISATION DEVELOPMENT

Subject Code : MBA-966

M.Code : 71395

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. SECTION-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

- Q1 What is sensitivity training?
- Q2 What is the relevance of career anchors?
- Q3 What are the ethical issues in organization development (OD)?
- Q4 What do you understand by parallel learning structure?
- Q5 What is whistle blowing?
- Q6 What are the similarities between TQM and OD?

SECTION-B

UNIT-I

- Q7 What do you understand by planned change? Enumerate the steps involved in planned change.
- Q8 Why does HR manager encourages team building? How does team building helps in organization development?

UNIT-II

- Q9 How Organization development program starts in an organization? Also explain phases of OD program.
- Q10 Explain the Burke litwin model of organizational change.

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UNIT-III

- Q11 What do you understand by OD interventions? How does OD interventions improve the functioning of business organization?
- Q12 *“Power and politics are two important factors that cannot be ignored by managers dealing with organization development”*. Discuss the statement.

UNIT-IV

- Q13 Briefly discuss various issues in consultant client relations in organization development.
- Q14 Enumerate the recent trends that will affect how OD will be practiced in future?

SECTION-C

- Q15 Mr. Kabir was working in an Administration Department as officer Administration. He was responsible for keeping account of all the Vehicles of the company apart from other arrangements including the guesthouse of the company. Mr. Kabir has been working in the company for 6 years in the same grade without promotions. He was supposed to be very honest in his job. Once the GM of the factory Mr. Rakesh Gupta, requested for the company car during office time for his personal work. Mr Kabir refused it saying that it cannot be given during the office work as the work would suffer due to its duty to go to bank. Mr Gupta became quite upset and asked his boss Mr. Srivastava to give the car. Mr. Sk Srivastava (Sr Manager Admn) was too happy to oblige Mr Gupta as he wanted one of his relatives to be employed as Officer. Hence he fired Mr. Kabir for his disobedience and threatened to transfer him to stores if he continued to show disrespect to Senior officers Kabir was also active member of staff union. He immediately went to the Union President and informed him about the misuse of the company car for private purpose by GM at the cost of the office work. It was decided that Kabir would send a note in writing to Mr. Srivastava asking him to approve sending the car to the house of Mr. Gupta. Mr. Srivastava understood the repercussions and refused to sign the approval. He lent his own car to Mr. Gupta.

Questions :

- a) What power was being used by Kabir?
- b) What power Mr. Srivastava was using?
- c) What game did Kabir played when Srivastava ordered the car?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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