Roll No……..….. **Total No. of Printed Pages: 2**
Total No. of Questions: [10]

MBA (Semester 4th)
ORGANIZATION DEVELOPMENT AND CHANGE
Subject Code: MBADD2421
Paper ID: [20260159]

Time: 03 Hours **Maximum Marks: 60**

Instruction for candidates:

1. Section A consists of 10 compulsory short notes of two marks each.
2. Section B consists of Four Units (Unit – I, II, III & IV). Each unit contains two questions of 8 marks each. Student has to attempt one question from each unit.
3. Section C (8 Marks): A short Case Study related to the syllabus.

Section – A **(2 marks each)**

Q1. Define/Explain the following:
   a. What is reactive change?
   b. Nature of change
   c. Knowledge Management
   d. Quality Circles
   e. HR interventions
   f. Need for Organization Development
   g. Scenario Planning
   h. What is doubles and triple loop learning?
   i. Strategy Maps
   j. Third-party peace-making interventions

Section – B **(8 marks each)**

UNIT-I

Q2. Describe the significance and need of organizational change. Also discuss the process of organizational change.
Q3. Explain the following
   a) Lewin's change Model
   b) Action research model

UNIT-II

Q4. What is techno-structural interventions? Explain their importance to organizational development.
Q5. Comprehensive interventions are essential element of an organization development. Discuss with examples.

UNIT-III

Q6. Explain the main guidelines facilitating change in Organizational Development.
Q7. Write a note on the following:
   a) Ethics in change management
   b) Kotter's 8-step Model

UNIT-IV

Q8. Describe the future of organizational development under various constraints.
Q9. Explain the process of identifying trend.

Section – C **(8 marks)**

Q10. Change is often seen as a positive force, but employees frequently resist it. This resistance stems from several key reasons, primarily rooted in how change is managed.

Reasons for Resistance to Change

a) Job Loss
b) Poor Communication
c) Lack of Trust
d) Poor Timing: back

Question:

Discuss the above reasons for resistance to change taking an example from Indian business organisation and suggest the methods to overcome the overall resistance and effectively implement the change.