

Roll No.....  
Total No. of Questions: [10]

Total No. of Printed Pages: 2

**MBA (Semester 4<sup>th</sup>)**  
**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.