

Registration No. :

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Total number of printed pages – 2

MBA  
MBA 404 C (New)

**Fourth Semester (Back) Examination – 2013**

**ORGANISATIONAL CHANGE AND DEVELOPMENT**

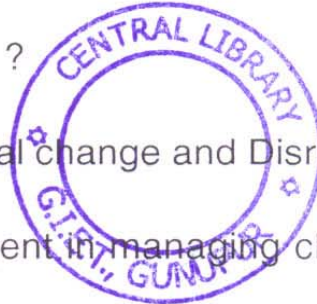
**QUESTION CODE : B577**

**Full Marks – 70**

**Time : 3 Hours**

*Answer Question No. 1 which is compulsory and any five from the rest.  
The figures in the right-hand margin indicate marks.*

1. Answer the following questions : 2×10
- (a) What do you mean by Organisational change ?
  - (b) Why do people resist Change ?
  - (c) Distinguish between Incremental change and Disruptive change.
  - (d) What is the role of external agent in managing change ?
  - (e) What do you mean by Organisational development ?
  - (f) What do you mean by Quality of Work life ?
  - (g) What are the major objectives of OD ?
  - (h) What is work force diversity ?
  - (i) What is an intervention ?
  - (j) Who is a change agent?



P.T.O.

2. Why is organizational change often resisted by individuals and groups within the organization ? How can such resistance be prevented and overcome ? 10
3. What are the steps involved in the change process ? Discuss. 10
4. Discuss the major OD interventions. In your opinion, which OD intervention is most effective and why ? 10
5. How do you evaluate OD effectiveness ? Discuss. 10
6. Identify the major external and internal forces for change in organizations. Describe how different types of change vary in scope. 10
7. "Survey feedback can be a problematic OD technique because it permits people who are affected by organizational policies to generate data that speaks against those policies" Comment. 10
8. Explain the Weisbord's (Six Box) model for organizational diagnosis. 10

