

**A-0795**

**Total Pages : 4**

**Roll No. -----**

**MS-303**

**Organizational Change and Development**

**Master of Business Administration (MBA)**

**3<sup>rd</sup> Semester Examination 2024(Dec.)**

**Time: 2:00 hrs**

**Max. Marks: 70**

**Note : This paper is of Seventy (70) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.**

**P.T.O**

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## **Section-A**

### **(Long-Answer-Type Questions)**

**Note : Section 'A' contains Five (05) long-answer-type questions of Nineteen (19) marks each. Learners are required to answer any Two (02) questions only.**

**(2x19=38 )**

- Q.1. Discuss the concept of organizational change and elaborate on its types. How does change affect the structure, processes, and culture of an organization?
- Q.2. Explain Kurt Lewin's three step model for bringing about organizational change. What are the assumptions of this model?
- Q.3. Define Organization Development and identify the key features of organization development as a process.
- Q.4. Explain the various development and diagnostic activities associated with different levels of activities

within teams. How organizations can utilize these activities to improve overall team performance?

- Q.5. What role does organizational development (OD) play in creating a learning organization?

## **Section-B**

### **(Short-Answer-Type Questions)**

**Note : Section 'B' contains Eight (08) short-answer-type questions of Eight (08) marks each. Learners are required to answer any Four (04) questions only.**

**[4x8=32]**

**Discuss in brief any four of the following:**

- Q.1. Internal and external factors affecting organizational functioning.
- Q.2. Common drawbacks in implementing change.

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- Q.3. Qualities of a Change Agent.
- Q.4. Scenario planning for effective organizational change process.
- Q.5. Action components in organizational development (OD) intervention.
- Q.6. Benefits of organizational Restructuring.
- Q.7. Benefits of knowledge management in organization development.
- Q.8. Total Quality Management and Organizational Development.

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