

A-732

Total Pages : 3

Roll No.

MS-303

**ORGANIZATIONAL CHANGE AND
DEVELOPMENT**

Master of Business Administration (MBA)

3rd Semester Examination, 2024 (June)

Time : 2:00 Hrs.

Max. Marks : 70

Note :- This paper is of Seventy (70) marks divided into Two (02) Sections '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.*

Section-A

Long Answer Type Questions (2×19=38)

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.

A-732/MS-303

(1)

P.T.O.

1. Identify and discuss different varieties of change that the business world is facing today.
2. List the steps involved in the process of carrying out any change program in business organizations. Illustrate with example.
3. What do you understand by Organisational development ? Why is it a necessary tool to follow for an organisations smooth functioning.
4. Explain Team building activities in any organisation. What are the various factors affecting team effectiveness ?
5. What are the steps involved in implementing OD ? Why an organizational life cycle is important in implementing OD measures ?

Section–B

Short Answer Type Questions (4×8=32)

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.

1. How does Force Field Analysis differ from continuous change process model ?
2. Discuss different methods of minimizing resistance to change in an organization.

3. What are the types of Change Agents and the characteristics of a successful change agent ?
4. How application of TQM can provide competitive advantage to the organizations ? Explain with suitable examples.
5. Discuss the concept and characteristics of a Learning Organization.
6. How knowledge management is strategically important for organizational change and development ?
7. Define Work Culture. How positive work culture influence the development of the organization ?
8. Discuss Kurt Lewin's three step model.
