

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

M.B.A.- SEMESTER – III • EXAMINATION – WINTER 2012

Subject code: 2830301

Date: 11-01-2013

Subject Name: Change Management and Organization Development

Time: 10:30 pm – 01:30 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What is Organisation Development? Mention the characteristics of Organisation Development. **07**
- (b) List out various OD practitioner styles with reference to client practitioner relationship. **07**
- Q.2** (a) Define the meaning of Diagnosis. What are the problems that may arise during the diagnostic process? **07**
- (b) Mention the evolution of organisation development with the help of NTL Laboratory Training Methods and Survey Research & Feedback. **07**
- OR**
- (b) What are the driving forces in the organisation that leads toward acceptance of a change program? **07**
- Q.3** (a) Elaborate the Johari window model as technique for identifying interpersonal communication style. **07**
- (b) Justify the need for team development in bringing effective change in organisation. Mention operating problems of work teams. **07**
- OR**
- Q.3** (a) Discuss Role Analysis and Role negotiation as an effective Team Development intervention. **07**
- (b) An organisation wants to bring changes into business process to enhance productivity. Mention the types of process interventions to be practiced. **07**
- Q.4** (a) What is Self – Managed Work Teams? Mention the characteristics of Self Managed Teams. **07**
- (b) Define High Performance Systems. List out the criteria for High Performance System. **07**
- OR**
- Q.4** (a) Explain meaning of the Learning Organisations. Mention the core values of learning organisations. **07**
- (b) Explain the Strategic – Change Management. Mention the types of organizational systems. **07**
- Q.5** (a) An OD practitioner inculcates numerous structural interventions for organisation transformation. List out any three structural interventions with suitable examples. **07**
- (b) An XYZ automobile company wants to develop new models, techniques and approaches to bring changes in their organisation. As an OD practitioner, identify the future trends in organisation development. **07**
- OR**
- Q.5** Write a short note on any two from the following. **14**
- (a) Outdoor Laboratory Training
- (b) Stream Analysis
- (c) Sociotechnical Systems
