

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
