

Reg. No. :

Name :

**Fourth Semester M.A. (Human Resource Management) Degree
Examination, September 2019**

**HRM 2.4.2 — MANAGEMENT OF CHANGE AND ORGANIZATIONAL
DEVELOPMENT (OD)**

(2014 Admission onwards)

Time : 3 Hours

Max. Marks : 75

PART – I

Answer **all** questions. Answer should not exceed 50 words :

1. What do you understand by the term Incremental Change?
2. Explain Kurt Lewin's Three Step Model of Change.
3. Compare and Contrast Turnaround and Transformation Change.
4. How can we overcome Resistance to Change?
5. List the different steps in the Process of Organizational Development (OD).
6. Define Organizational Development. List the underlying Values of OD.
7. What is an OD Intervention? Give an Example.
8. Write a note on Sensitivity/T — Group Training.
9. Total Quality Management (TQM) can be considered as a Comprehensive OD Intervention. Substantiate.
10. Enumerate the key skills and competencies that an OD Practitioner should possess.

(10 × 2 = 20 Marks)

P.T.O.



PART – II

Answer any **five** questions. Answer should not exceed 500 words.

11. An Organization is subject to two sets of Forces of Change — External and Internal. Elaborate on the Forces of Change?
12. Explain both Individual & Organizational Sources of Resistance to Change.
13. Entering and Contracting are the initial steps in the OD Process. Elaborate.
14. Survey Feedback is a process of collecting and feeding back data from an organization or department through the use of a questionnaire or survey. Comment on the Steps and Limitations of Survey Feedback.
15. Elaborate on any four Team / Group OD Interventions.
16. OD techniques for dealing with Intergroup Problems include Third-party Consultation, Organization Mirroring, and Intergroup Team Building. Elucidate.
17. Briefly explain the status of OD in India.
18. Give a detailed account of the Theories of Change.

(5 × 5 = 25 Marks)

PART – III

Answer any **two** questions. Answer should not exceed 1200 words.

19. Briefly explain any Four Perspectives on Change.
20. Narrate the Evolution and History of OD.
21. Comment on the Action Research Model of OD.
22. Explain the steps in the process of the OD Intervention known as 'Grid Training'.

(2 × 15 = 30 Marks)

