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C - 4543

Reg. No. :

Name :

**Fourth Semester M.A. (Human Resource Management) Degree
Examination, July 2017
HRM 2.4.2 : MANAGEMENT OF CHANGE AND ORGANISATIONAL
DEVELOPMENT (OD)
(2014 Admission Onwards)**

Time : 3 Hours

Max. Marks : 75

PART - I

Answer **all** the questions. Answer should not to exceed **50** words.

1. What do you mean by resistance to change ?
2. What is Global Change ?
3. Explain any one theory of change.
4. Define organisational diagnosis.
5. What do you mean by a team ?
6. What is TQM ?
7. Define quality circle.
8. What is MBO ?
9. Define reengineering.
10. What do you mean by mentoring ?

(10x2=20 Marks)

PART - II

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

11. Evaluate the need for change in modern organisations.
12. Is a change support the internal re-organization ? Supplement your opinion with suitable examples.

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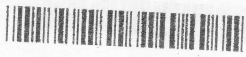


13. Explain the role of feedback in organisational development.
14. "It is the organisational diagnosis that determines the organisational development in any organisations." What is your opinion in this regard ?
15. Elaborate the entry and contract in OD.
16. Distinguish between individual and interpersonal interventions.
17. Explicate the dilemmas related to OD.
18. Give an account of the existing status of OD in India. (5×5=25 Marks)

PART – III

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

19. Enumerate the different perspectives on change.
 20. Discuss the foundations of OD with real case issues.
 21. "There is no need to implement change as it is common for any business field."
Check the practicality of this statement.
 22. Explain the future of OD. (2×15=30 Marks)
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PART - I

Answer **all** the questions. Answer should **not** to exceed **50** words.

1. What is Planned Change ?
2. Define Turnaround Change.
3. What do you mean by Organisational Development ?
4. Discuss the concept of Contract.
5. Define Organisational Transformation.
6. What is QWL ?
7. What do you mean by behaviour modeling ?
8. What is Team Work ?
9. What are the forces of change ?
10. Give the concept of Meta analysis.

(10×2=20 Marks)

PART - II

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

11. Do you think that change will always direct towards the growth ? Justify your response.
12. How far change can be considered as a strategic management tool ?

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13. "Feedback is optional for OD". Do you agree with this statement ?
14. Differentiate between Team and Group.
15. Narrate the role of comprehensive interventions in OD.
16. Compare and contrast Power with Politics.
17. Suggest a OD model for the industry of your choice.
18. Enumerate the new perspectives of OD. (5×5=25 Marks)

PART – III

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

19. How far the counteractive measures for resistance to change effective in the modern context ?
 20. Critically evaluate the theories of change.
 21. In your opinion which is the best sort of intervention that support OD ? Give the reason for your response.
 22. Illustrate the present scene of OD in India. (2×15=30 Marks)
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2.4.2 : MANAGEMENT OF CHANGE AND ORGANIZATIONAL
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(2014 Admn. Onwards)

Time : 3 Hours

Max. Marks : 75

PART – I

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

1. Classification of change
2. Forces of change
3. Sensitivity training
4. Types of resistance
5. Change agent
6. Organizational development
7. Diagnosis
8. Restraining force
9. QWL
10. Group interventions in OD.

(10×2=20 Marks)

PART – II

Answer **any 5** questions. Answer should **not** exceed **500** words.

11. 'Every OD intervention aims at organizational transformation'. Elaborate.
12. Briefly explain important theories on Change.
13. Distinguish evolutionary change and revolutionary change with suitable example.

P.T.O.



14. Elaborate on different methods of reducing resistance.
15. What is turnaround strategy ? Explain with example.
16. 'MBO is a strategic tool for organizational change'. Substantiate.
17. Explain the effectiveness of survey feed back as OD technique.
18. What are skills and features required for an OD practitioner ?

(5×5=25 Marks)

PART - III

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

19. Elaborate on the steps of OD intervention.
20. Explain in detail the sources of individual and group resistance.
21. 'The Reserve Bank of India (RBI) has declined to share inspection reports for scam-hit Punjab National Bank (PNB), citing RTI clauses that bar disclosure of details which may impede the investigation process or prosecution of offenders among other reasons. Replying to an RTI query, the Central Bank also said it does not have "specific information" on what resulted in detection of over Rs. 13,000 crore scam at PNB and directed the application to the state-run bank for providing those details. The scam, considered to be the biggest ever fraud in India's history, came to light earlier this year. PNB was allegedly defrauded by diamantaire Nirav Modi and his uncle Mehul Choksi, the promoter of Gitanjali Gems'.
Explain in detail your recommendations to PNB to recover from the present crisis.
22. OD consulting is growing as an industry, what causes the present momentum of Consulting Industry ? What will be the future of consulting industry in Indian context ?

(2×15=30 Marks)

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**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)

