

Total No. of printed pages = 2

BA 17230 H 3

BINA CHOWDHURY CENTRAL LIBRARY
(GIMT & GIPS)
Azara, Hatkhowapara
Guwahati - 781017

Roll No. of candidate

--	--	--	--	--	--	--	--	--	--

BINA CHOWDHURY CENTRAL LIBRARY
(GIMT & GIPS)
Azara, Hatkhowapara,
Guwahati - 781017

2312/22 2021

M.B.A. 3rd Semester End-Term Examination

Business Administration

ORGANIZATIONAL CHANGE AND DEVELOPMENT

(New Regulation & New Syllabus)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks for the questions.

Answer question no 1 and any *four* from the rest.

1. Answer the following questions: (1 × 10)
- Extrinsic motivation affects _____ change whereas intrinsic motivation affects _____, belief and _____ change.
 - Change that is addressed to the organization as a whole or most organizations component including strategy is called _____ change.
 - Elements of culture include _____, _____ and _____.
 - Who proposed the five stage growth model?
 - _____ is a technique designed to give work units feedback on how other elements of the organization view them.
 - _____ is a fundamental rethinking and radical redesigning of business processes to achieve drastic improvement in organizational performance.
 - RAT means _____.
 - In biological terms culture is like the _____ of an organization.
 - _____ represents the driving forces that push organizations towards a new state of affairs.
 - Johari Window Model was proposed by _____ and _____.
2. (a) What is change? Why is change important in an organization? (5)
- (b) Discuss the strategies identified for overcoming resistance to change. (5)
- (c) Explain briefly the ways to minimize resistance to change. (5)

[Turn over

3. (a) Explain the process of change in the light of Organizational Growth model. (8)
- (b) Discuss the effects Organizational change has on employees. (7)
4. (a) Explain the process of change with the help of Lewin's force field analysis model and System Model of change. (10)
- (b) How do people deal with change in future? (5)
5. (a) Discuss briefly the various types of strikes. How can it be prevented? (7)
- (b) What are the goals of team development OD interventions? Discuss briefly the personal and interpersonal interventions used to assist organizational member in becoming more effective. (8)
6. (a) What is Culture-change. Discuss briefly the issues in culture change. How can we Overcome it? (10)
- (b) How to assess cultural risk in an organizations? (5)
7. Write short notes on: (any three) (3 × 5 = 15)
- (a) Features of self managed work teams.
- (b) MBO and Appraisal.
- (c) Golden Rules of the change Agent.
- (d) Features of Action Research model.
- (e) Socio-technical systems.

BINA CHOWDHURY LIBRARY
3-11/15/15
2200, Halla, Wapara,
Gowhatol-701017