

**GUJARAT TECHNOLOGICAL UNIVERSITY****M.B.A -III<sup>nd</sup> SEMESTER-EXAMINATION – MAY/JUNE- 2012****Subject code: 830301****Date: 31/05/2012****Subject Name: Change management and Organizational Development (CM&OD)****Time: 02:30 pm – 05:30 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) Define following terms briefly. **07**  
 (1) Organization Development (2) Parkinson's Law  
 (3) Corporate culture (4) Organization transformation  
 (5) Internal and external OD practitioner  
 (6) Group think (7) Self managed work team.
- (b) Explain sociotechnical system and its five components. **07**
- Q.2** (a) Describe five basic style of OD practitioner. **07**  
 (b) Explain in brief various types of diagnostic model. **07**
- OR**
- (b) What strategies can be used in gaining acceptance for an OD program? **07**
- Q.3** (a) Describe objectives, use and result of laboratory training in an OD program. **07**  
 (b) Discuss types of process interventions. **07**
- OR**
- Q.3** (a) Explain how stream analysis can be used in an OD program. **07**  
 (b) Identify and explain stress management intervention. **07**
- Q.4** (a) Discuss Role Analysis Technique of team development. **07**  
 (b) Describe the method of Intergroup Team Building. **07**
- OR**
- Q.4** (a) Explain Third Party consultation for intergroup problem solving. **07**  
 (b) What is TQM? What are some problems that organizations might have in implementing TQM? **07**
- Q.5** (a) Discuss the strategies for planned organization change. **07**  
 (b) Explain GRID OD program for system-wide planned change. **07**
- OR**
- Q.5** (a) Discuss the future trends in organization development. **07**  
 (b) Write short note on High Performing System. **07**

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