

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA - SEMESTER-III • EXAMINATION – WINTER 2013**

**Subject Code: 2830301****Date: 19-12-2013****Subject Name: Change Management & Org. Development (CM&OD)****Time: 14:30 pm – 17:30 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)** Why do you think such a fast-growing field as 'Organization Development' has emerged? **07**

**(b)** 'An organization is viewed as an open socio-technical system of co-ordinated human and technical activities.' Explain the statement with the help of a diagram. **07**

**Q.2 (a)** Give an account of the various OD practitioner skills which OD practitioners in today's global scenario need to possess. **07**

**(b)** Discuss few organization tools for change which are required in an organization for adapting and shaping the culture. **07**

**OR**

**(b)** Write a note on both of the following : **07**  
(i) Employee Surveys (ii) Socio-metric Approach

**Q.3 (a)** Discuss in detail the group process interventions for effective organizational performance. **07**

**(b)** How do you think the knowledge of Johari-Window Model be useful for a manager? Discuss the Johari-Window Model in detail based on the interaction of two sources of information: oneself and others. **07**

**OR**

**Q.3 (a)** Discuss how outdoor experiential laboratory training has become a common technique for team development and leadership training. Also discuss the precautions which should be taken while implementing outdoor labs. **07**

**(b)** Explain how stream analysis can be used in an OD Program. **07**

**Q.4 (a)** Explain Total Quality Management (TQM) by discussing the various characteristics or principles followed by the organizations practicing TQM. **07**

**(b)** Compare and contrast Organization Development and Organization Transformation. How are they similar or dissimilar? **07**

**OR**

**Q.4 (a)** Will there be a parallel growth in the future for new OD models and OD strategies, or do you think that OD is merely a passing fad? Share your views with proper reasoning. **07**

**(b)** How can managers develop an organizational culture that encourages a high-performance system or a learning organization? **07**

**Q.5 (a)** Discuss few strategies which can be adopted by an organization/ manager to reduce or minimize resistance to change programs. **07**

**(b)** Write a detailed note on Wellness Program with an example of an organization implementing it. **07**

**OR**

**Q.5 (a)** What is Role-Analysis. Discuss it in detail discussing the steps involved in Role Analysis Technique. **07**

**(b)** Discuss OD strategies for dealing with inter-group conflicts. **07**

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