

C.U.SHAH UNIVERSITY

Winter Examination-2019

Subject Name: Change Management and Organizational Development

Subject Code: 5MS03CMO1

Branch: M.B.A.

Semester : 3

Date : 18/11/2019

Time : 02:30 To 05:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator and any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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SECTION – I

Q-1 Attempt the Following questions (07)

- a. Define the term 'Change'.
- b. Define the term 'Organization Development'
- c. Explain in brief 'Change Management'
- d. State any two determinants of change
- e. State any two important characteristics of OD
- f. State the steps of Action Research Model
- g. State the major thrust in OD program.

Q-2 Attempt all questions (14)

- a. Explain the term- 'Action Research Model'. 7
- b. State four definitions of OD and explain any one in brief 7

OR

Q-2 Attempt all questions (14)

- a. Explain with suitable example any one determinant of change 7
- b. Describe the role of OD consultant 7

Q-3 Attempt all questions (14)

- a. List the qualifications of OD consultant. Compare traditional and OD consultants. 7
- b. List the advantages of external OD consultant. 7

OR

- a. When and why should an organization use OD? (State any seven situations) 7
- b. Explain the terms- Organization culture and climate. 7



SECTION – II

- Q-4** **Attempt the Following questions** **(07)**
- a. Define the term ‘Learning’.
 - b. Define the term ‘Perception’.
 - c. Explain in brief the term-‘Unfreezing’.
 - d. Explain in brief the term-‘Training Intervention’
 - e. Define the term-‘Transactional Leaders’
 - f. Define the term-‘First order change’
 - g. State any three organization process.
- Q-5** **Attempt all questions** **(14)**
- State and explain with example- ‘The Ronald Lippitt’ and other models.
- OR**
- Q-5** Explain the burke – Litwin Model of organizational change.
- Q-6** **Attempt all questions** **(14)**
- a. Explain the Lewin’s 3-stage model of the change process. Give suitable examples. **7**
 - b. Explain with suitable example the term ‘Transactional Leaders” **7**
- OR**
- Q-6** **Attempt all Questions**
- a. State the varieties of team- Building interventions. Explain any one. **7**
 - b. Explain in detail the organizational processes for development. **7**

