

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

CLASS: MBA
BRANCH: MANAGEMENT

SEMESTER : IIIrd
SESSION : MO/2024

SUBJECT: MT526R1 ORGANIZATIONAL CHANGE AND DEVELOPMENT

TIME: 3 Hours

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
2. Attempt all questions.
3. The missing data, if any, may be assumed suitably.
4. Before attempting the question paper, be sure that you have got the correct question paper.
5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.

		CO	BL
Q.1(a)	“Change is highly important to the success of an organization but many people have the tendency overtly or covertly to resist it” Explain this statement. List out reasons of resistance.	[5]	01 03
Q.1(b)	Discuss either Lewin’s model or Kotter’s model of change, which is best in your point of view. Justify your answer with sound reason.	[5]	01 04
Q.2(a)	What do you mean by Organisational health? List out Symptoms of Organizational Problem.”Explain any five with example.	[5]	02 01
Q.2(b)	What are the diagnostic models of organizational change? Briefly discuss about diagnostic process.	[5]	02 02
Q.3(a)	What are the main techniques of Organizational development? Discuss any two briefly.	[5]	03 01
Q.3(b)	What is the McKinsey 7S Model for organizational development ? What are its limitations?	[5]	03 01
Q.4(a)	What are the 10 common team problems and solution strategies?	[5]	04 1,3
Q.4(b)	Which five factors have the greatest impact on team effectiveness? Elaborate any three.	[5]	04 05
Q.5(a)	What are a variety of skills and competencies that OD consultants should possess to be considered fully competent in their profession?	[5]	05 02
Q.5(b)	What are the useful functions that organizational cultures perform in the workplace?	[5]	05 01

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