

- (B) You are a production manager of a manufacturing unit. You are not meeting production target due to frequent power – cut. What changes will you recommend to your GM ? Give your recommendations with reasons. 7

**OR**

- (C) Discuss in detail Kurt Lewin's model of organizational change. 7
- (D) You are working as a manager in an organization and you are required to implement change in the existing method of payment of salary to the employees. List out the various resisting agents and supporting agents that you may observe. How this resistance to change can be reduced ? 7

**SECTION – C**

5. Jamna auto ltd. is the renowned company from last decade. CEO of Jamna auto ltd. received some complaints from finance and HR department about non – cooperation from both the departments. It was found that this conflict is due to the personality differences and several team members in each department. The groups needed to interact on

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Fourth Semester M. B. A. Examination

( New Course )

**ORGANIZATIONAL DEVELOPMENT AND  
INTERVENTION STRATEGIES**

Paper : MBA / 4302 / OB

P. Pages : 5

Time : Three Hours ]

[ Max. Marks : 70

- Note :** (1) All questions are compulsory.  
(2) Figures to right indicate marks.

**SECTION – A**

- L. (A) "Now a days, OD is counted on to improve organizations that are operating in a quite different environment than that of before 1960's. The nature and forms of organizations are changing dramatically." Discuss. 14

**OR**

- (B) What do you mean by OD ?  
Discuss the key concepts of Organizational Development theory. 14

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**P.T.O.**

**SECTION – B**

2. (A) What is sensitivity training ?  
How is it used as a technique of organizational development ? Explain. 7
- (B) This is the age of out-throat competition. So, to survive in the market every organization wanted to take help of creative and innovative ideas and wanted to have organizational development. Considering yourself as the CEO of the company and wanted to appoint a person, who will help you in organizational development. What different skill will you expect in a person who is responsible for organizational development ? 7

**OR**

- (C) What is interpersonal skill ? How it helps in organizational development ? Discuss. 7
- (D) "APEX" Automobile is a small but reputed company in Bombay. CEO of the company is young and dynamic. For the fast growth of the company CEO wanted to select the OD professionals internal as well as external. Consider yourself in the place of OD consultant. What general competencies will you expect in the OD professionals ? 7

3. (A) Explain the various ethical concepts that are necessary to implement OD. 7
- (B) Practitioners in the field of OD who believes that the systematic nature of OD makes it hard to measure, few practitioners says its inappropriate even to try for evaluation of OD. Give your views considering the better future of the organization. 7

**OR**

- (C) Evaluation adds value to the OD practitioners work in all kinds of ways. Comment. 7
- (D) Star automobiles have conducted comprehensive employee performance feedback process. It was 360 – feedback process. After detail analysis star automobiles have taken the actions related to promotion, review of compensation and training. The employees appreciated that the feedback results were being taken seriously. As a OD practitioner pen down the advantages to the organization because of the OD evaluation practice. 7
4. (A) What is organizational change ? Discuss the role of change agent in bringing out organizational change. 7

variety of projects and poor communication was impacting morale and productivity. CEO wanted to improve this situation.

**Questions :**

- (1) Discuss the process of implementing the interpersonal intervention and its advantages for Jamna auto ltd. 7
- (2) Discuss the process of implementing the Inter-group intervention and its advantages for Jamna auto ltd. 7



