

M.B.A. (Semester—IV) Examination
ORGANIZATIONAL DEVELOPMENT AND INTERVENTION STRATEGIES
Paper—MBA/4302/OB

Time : Three Hours]

[Maximum Marks : 70

Note :— (1) Attempt **ALL** questions.

(2) Figures to the right indicate full marks.

SECTION—A

1. (a) What is problem diagnosis in OD ? Discuss any 2 models of problem diagnosis. 14

OR

- (b) “OD is about how organisation and people function and how to get them function better.” Discuss. 14

SECTION—B

2. (a) Discuss the general OD competencies that OD professionals should have. 7

- (b) This is the age of out-throat competition so, to service in the market every organisation wanted to take help of creative and innovative ideas and wanted to have organisational development. Considering yourself as the CEO of the company and wanted to appoint a person, who will help you in organisational development. What different skill will you expect in a person who is responsible for organisational development ? 7

OR

- (c) Explain various steps in OD. 7
- (d) Sam pharmaceuticals is expanding company. Chairman of the company is very dynamic person. He wishes to establish OD cell. As OD consultant, what skills do you expect for OD cell employees ? 7
3. (a) What do you mean by organizational intervention ? Briefly explain interpersonal intervention. 7
- (b) Design an interpersonal intervention strategy for a TVS service station having 75 employees. 7

OR

- (c) Explain “Team Intervention strategy”. 7
- (d) Shri Gears is a fast developing company. As the company is growing and expanding fast, the recruitment is a regular activity. At the same time, the employees turnover problems is there. As OD expert, which type of intervention will you suggest to solve problem of turnover ? 7

SECTION—C

4. (a) Discuss the concept and objectives of organisation change. 7
(b) Explain the role of change agent in implementing the change. 7

OR

- (c) Name different models of change and explain any one model of change. 7
(d) "Change is must for organisational and employees growth." Comment. 7

SECTION—D

5. An OD consultant was appointed for Taniska Pvt. Ltd., Pune for initiating organisational development. The company has HR strength of 1007 employees. The company constituted an OD cell headed by an HR executive to liaison between the company and the consultant. While working in the project the consultant came to know about another HR Executive in the company who happened to be his relative ; he further came to know that his relative was due for a promotion and if the ongoing OD process is successful he would lose his chance of promotion in favour of the OD cell head. The consultant thereafter started using dilly-daily approach and also started loading for deficiencies in the style of working and co-ordination of the present OD cell head. He managed to impress upon his company of the pretext that the delay in OD process is due to the OD cell head and it is ultimately going to get more consultancy fees from its client.
- (a) Analyse the case. 7
(b) Comment on the moral responsibility and professional ethics of OD consultant. 7