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Reg. No. :

Name :

**IV Semester M.B.A. (Part Time) Degree Examination, July 2009
(2006 Scheme)**

MANAGEMENT OF CHANGE AND ORGANISATION DEVELOPMENT

Time : 3 Hours

Max. Marks : 60

PART – A

(5×3=15 Marks)

Write short notes on **any five** questions. **Each** question carries **three** marks.

1. What are the goals of organisational change.
2. State the importance of change.
3. What do you understand about transformational strategies ?
4. Distinguish between inter-group and intra-group conflicts.
5. Who is a consultant ?
6. Explain 'social pressure' as one of the reasons for organisational change.
7. Bring out the role of TA in OD.
8. Trace the historic development of OD.

PART – B

Answer **any three** questions elaborately. **Each** question carries **ten** marks.

(3×10=30 Marks)

9. What are the phases in planned change ? Describe in detail with live example.
10. How culture and climatic factors are affected by change ? Explain.
11. How will you overcome the problems of implementation of organisational change ?
12. What are the key factors in consultant-client relationship ?
13. Give an account on the relative pros and cons of team interventions.

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PART – C

14. Read the following case carefully and answer the questions at the end :

Case analysis – **Compulsory**

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XYZ Ltd. is planning to move into a paperless office environment. Now all these years the employees have been used to files, triplicate copies, large ledgers and the like. This sudden change is not welcome among the employees at large. They had voiced their reservations, time and again, against this new change. The CEO has approached you to help and resolve this issue.

Questions :

- 1) What is your opinion on new change ? Whether you agree or disagree ?
 - 2) Suggest suitable strategy to overcome the current problem.
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