

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA Semester –III Examination Dec. - 2011

Subject code: 2830301

Date: 13/12/2011

Subject Name: Change Management and Organizational Development (CM&OD)

Time: 10.30 am – 01.30 pm

Total Marks: 70

Instructions:

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

- Q.1** (a) Explain the process of Socialization. **07**
(b) Explain the concept of Sociotechnical system used by OD Practitioner **07**

- Q.2** (a) What do you mean by Life – Cycle of Resistance to Change? Explain different OD practitioner Styles. **07**
(b) What are the different Restraining forces blocking implementation of change programs? How to overcome Resistance to Change? **07**

OR

- (b) Explain in detail different types of Process Interventions. **07**

- Q.3** (a) Explain the importance of Johari Window model to OD practitioner. Support your answer with the help of diagram. **07**
(b) What do you mean by Stress Management? Explain the major sources of stress in modern competitive world. **07**

OR

- Q.3** (a) Explain the concept of “Organization Iceberg” approach to OD with the help of diagram. **07**
(b) Identify the characteristics of an Effective Team. Is a cricket team really a team or just a group? **07**

- Q.4** (a) What do you mean by Job – Design? Explain Job Characteristic Theory of Job – Design. **07**
(b) Write a detail note on Future Trends in Organization Development. **07**

OR

- Q.4** (a) Explain the concept of Total Quality Management and support your answer with suitable example. **07**
(b) What do you mean by Strategic Change Management and How is it useful to OD practitioner? **07**

- Q.5** (a) Write Short note on: **07**
i. Tools for change (03)
ii. Stream Analysis (04)
(b) Write Short note on: **07**
i. Change Model (03)
ii. System 4 Management (04)

OR

- Q.5** (a) Write Short note on: **07**
i. Psychological Contracts (03)
ii. Transactional Analysis (04)
(b) Write Short note on: **07**
i. Practitioner – Client relationship modes (03)
ii. Corporate Culture (04)
