

MBHR 4001

M.B.A. (HRM) DEGREE EXAMINATION,
JUNE 2016.

Fourth Semester

Human Resource Management

ORGANIZATIONAL DEVELOPMENT AND CHANGE

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Define change agents and their role in OD.
2. What do you mean by resistance to change.
3. Explain the purpose of job redesign.
4. State briefly the basic values of OD.
5. What do you mean by intervention? State its importance.
6. State sensitivity training.
7. Explain the advantages of team of work.
8. Explain the Leirils three step model.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain in detail, the models of organisational change.
10. Describe the techniques to overcome change.
11. Describe the effectiveness of change program.
12. Evaluate the phases of OD.
13. Describe the importance of feedback and how it help in OD.
14. Explain human process interventions.
15. Discuss the process of inter group development.
16. Illustrate the stimulating forces for change agents.

PART C — (1 × 20 = 20 marks)

Case study (Compulsory)

17. Mr. X and Y are the newly appointed manager of a workshop. The workshop functions all the day. The workshop is manned by an equal number of community peoples. (Alpha and Beta). A good tradition is built in the workshop. Recently, there were labour union election and one of the Community (beta) has elected as the leader. The

new leader is reported to be very unusual, through very good at heart both the communities want the other community to perform the duty on that festival day. Because that day was religious day for the communities. Lot of discussions and more negotiations and discussions making situation worse. The attitude of both parties becoming hardening. Without damaging good relating between the two communities how the problem will be solved.

- (a) What will you do?
- (b) Give the possible solutions along with merits and demerits for each solution. Justify the best solution.