

II - S - (2 Yr.) DDCE - MBA - 12 - (MCSI) - NC - (R & B)

**2016**

**Full Marks - 70**

**Time : As in the Programme**

*The figure in the right hand margin indicates marks.*

*Answer ALL questions.*

**Section – A**

Answer any THREE.

[12×3=36]

1. “Change does not occur in vacuum. There are a number of factors operating both within and outside the organization which cause the change to take place.” In light of the above statement briefly discuss the different types and forces imparting the change.
2. What are the different ways in which people resist to change in a business organization? Identify and discuss different methods of minimizing resistance in organization.

[ Cont...

[ 2 ]

3. Do organization development consultant really matter in designing and implementing organisational development interventions in an organisational context ? Discuss.
4. What is total quality mangement ? How can human resource managers contribute to total quality management ?
5. What is social responsibility of business ? Discuss social responsibility business towards the stakeholders.

**Section – B**

Answer any THREE.

[8×3=24

1. Compare and contrast the two stems of OD. Laboratory training and survey feedback.
2. Explain change process theory as processed by Kurt Lewin. State its relevance in the context of OD.

[ Cont...

[ 3 ]

3. Briefly discuss the McKinseys change model.
4. Define and discuss the concept, importance and the process of transformation planning ?
5. Briefly discuss the organization vision and strategic planning.

**Section – C**

Answer any TWO.

[5×2=10

1. Define merger and accusations from HR context.
2. Highlight the impacts of change in management.
3. Briefly discuss the EPRG Model.
4. What do you mean by 5'S in quality management programme ?