

---

**UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)**



**Programme Name-MBA-Third Semester/ PGDHRM – First Semester**

**Programme Code-MBA-13/ PGDHRM -10**

**Course Name- Organizational Change and Development**

**Course Code- HR 2301**

**Maximum Marks-40**

**Last Date of Submission: 31<sup>st</sup> January , 2015**

**Section-A**

**Section ‘A’ contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.**

**Discuss the following (1-8) –**

1. Forces of change.
2. Role of Task Forces.
3. Corporate Social Responsibility
4. Functions of Organisational Culture.
5. Objectives of organisational development programme.
6. Techniques of political play.
7. Directive Counselling
8. Phases of organisational learning.

**Section-B**

**Section ‘B’ contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.**

1. Under what conditions does resistance to change develop? Does it show the lack of awareness in those who resist?
2. Evaluate the present environment of an organisation and apply socio-technical interventions with the help of suitable examples.
3. Most important element is the process of organisational learning. Explain the same with suitable diagram?
4. Discuss the objectives and need for Organisational Knowledge Management.