

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



उत्तराखण्ड मुक्त विश्वविद्यालय हल्द्वानी (नैनीताल)

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

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

**Course Name-Organizational Change and Development**

**Course Code- HR-2301**

**Maximum Marks-40**

**Session -2016-17, Summer**

**Last Date of Submission: 15<sup>th</sup> December, 2016**

**Section-A**

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

**Discuss the following (1-8) –**

1. Organizational Mirroring
2. As a leader, how will you promote team spirit?
3. Group as a medium of change.
4. Conditions for developing resistance to change
5. How do sub-cultures and counter cultures within the dominant organizational culture exist?
6. Sources of organization-based power.
7. Role of total quality management in organizational development.
8. Role of social capital plays in an organization.

**Section-B**

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

1. “Change is must for an organization and managers”. Discuss this statement. Also explain, in detail Kurt Lewin’s Model of change.
2. Define organizational change. Describe how the managers might change the structure, technology and people.
3. What is organizational development? What ethics need be followed in organizational development?
4. a) What do you understand by Knowledge Management and Knowledge Networks?  
b) What are the various factors that the organizational knowledge process deals with?

