



23701551

QP CODE: 23701551

Reg No :

Name :

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023

Third Semester

Faculty of Management Science

ELECTIVE - MB820303 - ORGANISATIONAL CHANGE AND TRANSFORMATION

2019 Admission Onwards

90A77849

Time: 3 Hours

Maximum Marks: 60

Part A

*Answer any **five** questions. Each question carries **2** marks.*

1. Define revolutionary change.
2. What are the objectives of human resource planning?
3. Define a group.
4. Define role plays.
5. List some models that help in diagnosis.
6. Define OD Interventions.
7. What do you mean by Transformational change ?

(5×2 = 10 Marks)

Part B

*Answer any **five** questions. Each question carries **6** marks.*

8. Discuss the outcome of HRD initiatives in an organization.
9. Explain how quality consciousness drive change ?
10. Discuss the various life positions and its impact on the various decisions taken by individuals.
11. Explain the features of MD.
12. Explain the guiding principles for a process consultant.
13. Explain the change cycle in detail.





14. Summarize the Porras and Robertson change model.

(5×6 = 30 Marks)

Part C

*Answer any **two** questions. Each question carries **10** marks.*

Question number 17 is compulsory .

15. Illustrate the various types of change with suitable examples.
16. Illustrate the various types of personal and interpersonal Organizational Development interventions with suitable examples.

Compulsory Question

17. ABC is a larger manufacturer of sports shoes with corporate office at Mumbai and with four manufacturing facilities at Chennai, Mumbai Bangalore and Kolkata. The total workforce of the company is about 5000 people with the largest being the Kolkata plant. The Kolkata plant alone has 2000 employees. It has been in the shoe making field for about three decades and is known for its quality. Of late it has been experiencing problems in quality aspects as its Kolkata plant reported unusually higher rejection rates in the production process due to the poor quality. The report from the line manager of the Kolkata plant made no reference to faulty machines or a flawed process. However, it made a mention about the deficit in the technical skills and knowledge of the workers involved in the production process. It also mentioned about lack of unity among members. There were frequent conflicts among the employees. It also cited this as the most probable cause of the poor quality of the products and the resultant high reject rates. Analyse the case and answer the questions:

1. What are the issues with ABC company?
2. How can the problem be sorted out?
3. Write a detailed note on the interventions to be used to improve technical skills and knowledge.

(2×10 = 20 Marks)

