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Code No: BA1927

GEC-R14

MBA IV Semester Regular Examinations, June 2016

**MANAGEMENT OF CHANGE AND DEVELOPMENT**

(Master of Business Administration)

Time: 3 Hours

Max. Marks: 60

**Note:** Answer All Sections of Questions

All Questions from **SECTION-A** are to be answered at one place.

**SECTION-A**

**6 × 2 = 12M**

1. List out the types of changes.
2. Who is a change agent?
3. Explain the role of diagramming in system investigation.
4. List out the OD interventions.
5. What is collective bargaining?
6. What is group think?

**SECTION-B**

**3 × 12 = 36M**

1. a) Change is eternal and resistance is eternal but explain how to reduce the resistance to change?

(OR)

- b) Discuss the role of change agent and how he is going to bring a change in the organisation?

2. a) Explain the concept of social security in detail?

(OR)

- b) Define learning organisation. Discuss the relevance of learning organisation.

3. a) What are various challenges to OD practitioners?

(OR)

- b) List out the types of teams and explain the characteristics of virtual teams?

## SECTION-C

1 × 12 = 12M

### CASE STUDY:

The New Delhi Art project has its headquarters in South Delhi. The project has five full time employees, but during festive season, they hire as many as six part-time workers to type, address envelopes and send out mailings. Samantha, for instance was the executive director head of the office, but she would be found doing the same job like the part-timers. Despite a constant sense of being a month behind, the office ran relatively smooth. The office would be stacked with people sometimes but that would not put down the workers. Hence, Sri Vivek, the office coordinator, suggested to get a Computer. Vivek was fresher and to him computer was a tool to make job easier. But his belief was not shared by others in the office, they felt the computer would eat the project's mailing list, send wrong things to wrong people, convincing them that the project was a faceless organisation that did not care.

Samantha began to wonder if they should get computer or not. So, did the others? They consulted Samantha regarding this issue after the office hours. They began to feel that they would have to look out for other job. They feared that they would have to learn the computer language along with the English Vocabulary, which they are still struggling to improvise.

One time morning, Samantha called Vivek into the office and asked him if he could recommend any computer consultants. Samantha had read an article about computers that had changed her mind. Vivek was pleased because Samantha had evidently accepted the idea of a computer in the office. But at the same time, Vivek realized that he has lot of work to do henceforth.

### Questions:

- a) Is organisation development appropriate in this situation? Why or why not?
- b) What kinds of resistance to change have the employees of the project displayed?
- c) What can Vivek do to overcome the resistance?

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