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**PRESIDENCY UNIVERSITY
BENGALURU**

SET B

**SCHOOL OF MANAGEMENT
END TERM EXAMINATION - JAN 2024**

Semester : Semester V - 2021

Course Code : BBA3017

Course Name : Organization Change and Development

Program : BBA

Date : 10-JAN-2024

Time : 1:00 PM - 4:00 PM

Max Marks : 100

Weightage : 50%

Instructions:

- (i) Read all questions carefully and answer accordingly.
 - (ii) Question paper consists of 3 parts.
 - (iii) Scientific and non-programmable calculator are permitted.
 - (iv) Do not write any information on the question paper other than Roll Number.
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PART A

ANSWER ALL THE QUESTIONS

5 X 2M = 10M

1. What do you understand by organizational level change?
(CO1) [Knowledge]
2. Describe the impact of existing culture and norms in resistance to change.
(CO2) [Knowledge]
3. Define organization development?
(CO3) [Knowledge]
4. Explain about the inputs of organization level diagnostic model.
(CO4) [Knowledge]
5. Every successful organization is the product of designing, building, and managing all its relationships. Explain about the concept of relationship in an organization according to Weisbord's model.
(CO4) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

5 X 10M = 50M

6. It is important to understand those triggering factors or issues which refrain individuals from endorsing change or extending their support and cooperation towards any change initiatives at an individual and at organizational level. Identify the individual and organizational sources of resistance to change.
(CO2) [Comprehension]

7. Interventions aim to create activities that change leadership styles, organizational structures, or behavioural patterns. Successful development projects require specific planning to maximize the effectiveness and potential of both people and businesses. Based on above statement describe the concept of organization intervention. Explain the characteristics of organization development intervention.

(CO3) [Comprehension]

8. In total quality management all members of an organization participate in improving processes, products, services, and the culture in which they work. Briefly explain the concept of total quality management. Also discuss the characteristic of it.

(CO3) [Comprehension]

9. Effective organizational change requires a vision that details the reason for change, how it will impact employees, and what the end result will be. Briefly explain the statement in context of effective change. Specify the factors of effective change.

(CO2) [Comprehension]

10. The McKinsey 7S Model is a change management tool for analysing organizational design, alignment, and performance. It offers a simplified method of identifying organizational gaps, inconsistencies, and conflicts. Briefly explain the McKinsey 7s Model.

(CO4) [Comprehension]

PART C

ANSWER ALL THE QUESTIONS

2 X 20M = 40M

11. The organizational development process is a systematic, research-based series of steps. Like many other process improvement methodologies, the organizational development process takes advantage of a circular set of steps that can be repeated to make changes. Discuss the steps involve in the organization development process.

(CO3) [Application]

12. Organizational diagnosis is a creative method for getting to know an organization at all levels- from the surface levels to the deepest hidden parts that aren't visible to the eye. It is systematic process of collecting and analysing data to identify the strengths and weaknesses of an organization. Illustrate the major steps involve in organization diagnosis.

(CO4) [Application]