

**VPM's**  
**DR VN BRIMS, Thane**  
**Programme: PGDM (2016-18)**  
**PGDM Trimester IV Examination September 2017**

<b>Subject</b>	<b>Organizational change and OD intervention strategies</b>		
<b>Roll No.</b>		<b>Marks</b>	<b>60 Marks</b>
<b>Total No. of Questions</b>	<b>7</b>	<b>Duration</b>	<b>3 Hours</b>
<b>Total No. of printed pages</b>	<b>1</b>	<b>Date</b>	<b>29.09.2017</b>

**Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.**

**Q1) 20 Marks (Compulsory) (5+5+10)**

- A) Define the term organizational diagnosis. State the processes and systems in an organization which comes under its purview.
- B) "There are many ways of analyzing and diagnosing organizations and their phenomena." Name some most frequently used methods.
- C) Explain Wiesbord's six box diagnostic models with a diagram. Is there any interaction between these boxes? If So, how? What are the diagnostic questions asked under each of these boxes in order to gather data & information for diagnosis purpose?

**Attempt Any FOUR from the Remaining SIX Questions**

**Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- a) Explain Kurt Lewin's change model with a diagram.
- b) Explain Developmental, Transitional & Transformational change .
- c) Define Organization Development and explain its characteristics.

**Q3) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- a) State Kotter's 8 step model of Change Management
- b) Explain the meaning of organizational change process
- c) Explain the reasons for failures in Change management

**Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- a) Explain the three symbiotic layers which Schein has used to explain organizational culture
- b) Explain the importance of Values & Assumptions in OD
- c) What are effective interventions in OD?

**Q5) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- a) Explain Mc Kinsey's 7s framework of Diagnostic model
- b) Give an overview of various types of interventions in OD
- c) Explain your understanding on ethical dilemmas in Organization Development

**Q6) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- A) What are the key assumptions in Edgar Schein's process consultation?
- b) Explain how expert model is different from process consultation model
- c) Explain a brief history of OD

**Q7) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks**

- a) Explain the role of internal & external agents of change in OD
- b) Explain the meaning of change Management and the important change triggers
- c) Explain the difference between Planned Vs emergent change