

No. of Printed Pages : 3

MMPH-005

**MASTER OF BUSINESS
ADMINISTRATION/MASTER OF
BUSINESS ADMINISTRATION IN
HUMAN RESOURCE MANAGEMENT /
POST GRADUATE DIPLOMA IN
HUMAN RESOURCE MANAGEMENT
(MBA/MBAHM/PGDIHRM)**

Term-End Examination

December, 2024

**MMPH-005 : ORGANISATIONAL DEVELOPMENT
AND CHANGE**

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

D-3212/MMPH-005

P. T. O.

1. Why do individuals and organisations resist change ? What are the sources of resistance ? Explain coping mechanisms to resist the change.
2. What do you understand by turnaround management ? Discuss the need for turnaround management. List out the steps involved in turnaround management.
3. What do you understand by process based change ? Provide relevant examples from the Indian context. What are the benefits of outsourcing in the context of change ?
4. Write short notes on the following :
 - (a) Process consultation
 - (b) Organisational mirroring
 - (c) Role analysis
 - (d) Team building

5. What is organisational culture ? Describe how organisational culture change can take place. Illustrate.
6. Discuss the important factors which are responsible for change. Explain different models of change.
7. Describe OD as a useful model of change. What is process consultation ? Explain.

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