

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA INTEGRATED-SEMESTER-VII-EXAMINATION-WINTER-2024**

**Subject Code: 2577131**

**Date: 22/11/2024**

**Subject Name: Change Management and Organization Development**

**Time: 10:30 AM TO 01:30 PM**

**Total Marks: 70**

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

- Q.1** (a) What is change? Explain the imperative of change in detail. **07**  
(b) What is the organizational development? Explain its characteristics. **07**
- Q.2** (a) Explain the planned and unplanned changes in detail **07**  
(b) Write a note on the impact of change **07**
- OR**
- (b) Explain the lifecycle of resistance to change **07**
- Q.3** (a) How will you overcome or minimize the resistance to change for an organization? **07**  
(b) Differentiate OD and Change Management **07**
- OR**
- Q.3** (a) What do you mean by stress management? Explain the major sources of stress in a modern competitive world. **07**  
(b) Write a note on the Johari Window Model and Transactional Analysis Model of OD and how it is useful for OD practitioners. **07**
- Q.4** (a) Who is an OD Practitioner? What are the different styles of OD Practitioners? **07**  
(b) What is the client-practitioner relationship? What are the challenges to it? **07**
- OR**
- Q.4** (a) Write a note on the Action Research Model of OD with a special focus on its features. **07**  
(b) What is Total Quality Management? Support your answer with a suitable example **07**
- Q.5** (a) What is a High-Performing Team? Explain system-wide interventions for the same. **07**  
(b) What do you mean by Job design? Explain job characteristics of the Theory of job design. **07**
- OR**
- Q.5** (a) Write a detailed note on future trends in organization development. **07**  
(b) Discuss the monitoring and stabilizing action programs in detail. **07**

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