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Term Evaluation (Odd) Semester Examination September 2025

Roll no.....

Name of the Course: MBA
Semester: 3rd Semester
Name of the Paper: Organizational Change and Development
Paper Code: MBA-303 (HR3)
Time: 1.5 hour

Maximum Marks: 50

Note:

- (i) This question paper contains two Sections - A and B
- (ii) Both Sections are compulsory
- (iii) Answer any two sub questions from a, b & c in each main question of Section A. Each sub question carries 5 marks.
- (iv) Section B, consisting of a case study, is compulsory. It is of 20 Marks.

Section A

- Q1. (2X5 = 10 Marks)
- a. With reference to types of organization please specify different strategies to adopt to bring change. You can take any example to highlight a particular type and then suggest the best strategies to fit. (CO-3)
- OR
- b. What are the common forces of change? Does it make any differences as per their nature? (CO-1)
- OR
- c. Explain all the strategic interventions to change and how the organization do benchmark it? (CO-2)
- Q2. (2X5 = 10 Marks)
- a. How Kurt Lewin's change model works in organizational operations. Highlight with suitable example. CO-3)
- OR
- b. In detail, critically analyses the importance and role of a change agent in field of organizational development. (CO-4)
- OR
- c. Design a T Group process consultation intervention strategy for a group of 30 management trainees, Along with T Group some sensitization and quality circle intervention techniques can also be considered. (CO-5)
- Q3. (2X5 = 10 Marks)
- a. 'The social behavioral interventions are to aligned with organizational need'. With reference to this statement, design an intervention strategy for a fictitious organization. (CO-5)
- OR
- b. Highlight steps to create a sustainable organization with suitable examples? (CO-6)
- OR
- c. Organization development has different types of interventions. Write both individual and group-based intervention techniques.



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Section B

Q5. Case Study

(20 Marks)

He's just completed a meeting with Wendy Preston, the consultant who has been hired to evaluate company productivity and procedure in order to streamline processes and aim for efficiency at Wiffendorf Corp. Wendy is looking at duplicated efforts that exist in the present hierarchy, and she's meeting with managers such as Robert to evaluate where changes can be made.

Robert's meeting with Wendy was pretty straight-forward: She took some notes about who reported to him directly and to whom he reported. Now he has been instructed to complete a form regarding some procedural issues at the company. Robert knows that there is a lot of wasted time due to repetitive procedures at Wiffendorf—and he thinks that, in general, hiring a consultant was the right thing to do. Money and time are being wasted, and an outsider could have a clear perspective of what changes need to be made to improve the processes. Wiffendorf Corp. has an opportunity right now to take a significant position in the market, but it's got to be able to grow efficiently. In order to do that, Robert's certain that significant changes will need to be made, and almost certainly, positions will be cut.

As he starts to write down his thoughts, he thinks about how he wants to word his recommendations and impressions. Robert knows that if he omitted some details and rephrased certain procedures, he might be able to structure the change to ensure that he and his team feel the least impact. Robert wants to make sure that neither he nor anyone else in his department loses their jobs. He can see how his job and another manager's job could be combined—however, he can also show how restructuring some of the teams could make his department more important than it is now. While these changes that favored him and his department would definitely improve Wiffendorf's productivity, it would probably not improve it as much as a restructure done on complete disclosure could.

Questions:

1. Using consequential, rule-based and character theories, evaluate Robert's options.(CO-2)
2. What should Robert do? Why? (CO-3)