

P09/HR2301/EE/20160523

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
 2. Each Sub-question carry 5 marks.
 3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
 4. Question paper of 80 Marks, it will be converted in to your programme structure marks.
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1. Solve any **four** sub-questions.
 - a) What is change? Explain types of change. 5
 - b) Write short note on 'Force Field Analysis'. 5
 - c) What are the various considerations for selecting the counterpart? 5
 - d) State the four types of change agent. 5
 - e) Define organizational culture. How does it differs from social culture? 5

2. Solve any **four** sub-questions.
 - a) What are the various steps of planned change? 5
 - b) Write on 'General Causes of Resistance'. 5
 - c) Suggest various methods for the management of change. 5
 - d) Define organizational development state objectives of an OD programme. 5
 - e) Explain the concept of quality of worklife and its importance. 5

3. Solve any **four** sub-questions.
- a) Explain the various diagnosis components in brief. 5
 - b) Write about any five phases of OD programme management. 5
 - c) Define power. State five bases or sources of power. 5
 - d) What are the various techniques of political play? 5
 - e) What are the various stages of creative thinking? 5
4. Solve any **four** sub-questions.
- a) Define knowledge management. Explain the process of knowledge management. 5
 - b) What are the various objectives of knowledge management? 5
 - c) What are the major factors of knowledge creation? 5
 - d) Write about the contribution of team work and mutual support in organizational learning. 5
 - e) State three phases of organizational learning. Explain in brief. 5

