

2023

Time - 3 hours

Full Marks - 80

Answer ALL questions.

Figures in the right hand margin indicate marks.

1. "The success and survival of any organisation largely depends on its ability to adapt to change." In the light of this statement, discuss the forces demanding organisational change and the process of organisational adaptability. [8]

OR

- (a) What are the types and levels of organisational change ? [8]
- (b) Describe Kurt Lewin's change model. [8]

2. What is the concept of change agent ? What functions are performed by a change agent in the process of organisational change ? [16]

OR

Write notes on : [8 × 2]

- (a) Internal and external change agent
- (b) Managing change in service sector

[2]

3. "Organisation development involves development of the organisation in the light of its future plan." Discuss. Bring out the various steps involved in organisation development. [16]

OR

- (a) Establish the link between organisation change and organisation development. [8]
- (b) Grid OD as OD intervention. [8]
4. Discuss the main employee counselling functions. Which functions are best performed by directive, non-directive and cooperative counselling ? [16]

OR

Write notes on : [8 × 2]

- (a) Strategy and skill relationship
- (b) Building a counselling environment
5. "With the changing competitive and technological environment, organisations continually adopt work redesign strategies through employee involvement." Elaborate. [16]

OR

Explain : [8 × 2]

- (a) Customer oriented work redesign
- (b) Organisational diagnosis for work redesign