

Part - B Essay Questions

- 20 15

Answer only three (03) questions including question number 01 in Part B

Marks Allocated: 70

01. "Organization development is a set of behavioural science techniques that designed to plan and implement change in work setting" Fred C. Lunenburg, 2010

- i) Explain the key characteristics of organizational development. (08 Marks)
- ii) Discuss the importance of planned change for an organization. (10 Marks)
- iii) Assume that you are a CEO of the Bingo (Pvt.) Limited. Your organization has faced a serious problem of low efficiency in production unit. Hence, Board of Directors has asked you to take immediate actions to solve this issue. As a CEO of this organization, how you would solve this issue by using Action Research Model. Explain your answer. (12 Marks)

(Total Marks 30)

02. An intervention is a set of sequenced and planned actions or events intended to help the organization to increase its effectiveness.

Thomas G. Cummings, Christopher G. Worley, 2008

- i) Explain the intervention of "Self Design Strategy" and its components. (08 Marks)
- ii) Describe the factors that should be considered for designing effective organizational development interventions. (12 Marks)

(Total Marks 20)

03. Assume that Board of Directors of PTC Holding Companies have decided to introduce modern type of Enterprise Resource Planning (ERP) system to the major departments of the organization and majority of employees like to adopt this change.

- i) Discuss the three (03) possible stages of attitudinal change of the employees towards this intervention and the managerial actions for each of this stage. (12 Marks)
- ii) Suppose, the employees resist towards the above mentioned change, what are the actions that can be taken by the management to remove the resistance of employees? (08 Marks)

(Total Marks 20)

04.

i) Discuss the advantages of organizational diagnostic models. (10 Marks)

ii) Explain any of diagnostic models that can be used to identify the organizational issues.

(10 Marks)

(Total Marks 20)