JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM / PGDM (MARKETING) / PGDM (SERVICE MANAGEMENT)

VI TRIMESTER (Batch 2019-21)

END TERM EXAMINATION, MAY 2021 (Reappear)

Course Name	Organization Change & Development	Course Code	HR601
Max. Time	2 Hours	Max. Marks	40

INSTRUCTIONS:

a. Please write to the point. Extra words will not get extra marks!
b. Plagiarism will be allowed only upto 15%. Plagiarism found beyond this will be subject to deduction of marks as per the below matrix:

>15% - 20%	Minus 5
>20%	No evaluation of answer sheet, will be failed.

Q1."Culture does not change because we desire to change it. Culture changes when the organization is transformed; the culture reflects the realities of people working together every day." Examine how cultural changes can be brought into effect by Change management initiatives in an organization which wants its culture and workforce to be seen as inclusive.   **(08 Marks)**

Q2. A service firm wants to shift its office premises from New Delhi to Chennai while also restructuring the organization for better business output. Assess how the organisation can apply Kotter's model of change during this exercise.   **(08 Marks)**

Q3. What do you understand by OD interventions? Evaluate the importance of OD interventions for an organization trying to do succession planning for its CXO's?   **(08 Marks)**

Q4. Discuss the Burke Litwin model of organizational change. How do you think it can be applied for an organization that wants to improve overall organizational performance over 5 years.   **(08 Marks)**

Q5. Situation: IT company   **(4x2 = 08 Marks)**

An IT organisation wants to create an environment where all its employees start entering all their office hours in a timesheet on a weekly basis. This is a change from its current format where people are not obliged to inform anyone about their working or holiday hours. The new timesheet initiative will make every hour for every employee accountable within the organization. The Leadership and HR want to do this so they can get a correct estimate of billable hours for people and the true utilization of its workforce.

Questions
a. Explain the steps the organization can take to convince its workforce to adopt to timesheets.
b. Propose a solution using any model of change to make adoption of this change easy for the organization.