



PD – 183

PGDHRM (DCC) Examination, March/April 2021
(Annual Scheme)

HUMAN RESOURCE MANAGEMENT

Paper – 6 : Organisational Culture, Change and Development

Time : 3 Hours

Max. Marks : 100

Instruction : Answer all Sections.

SECTION – A

Answer **any ten** of the following. 2 marks each :

(10×2=20)

1. a) Define organization change.
- b) Who are the change agents ?
- c) What is idea generation ?
- d) State the limitations of MBO.
- e) What do you mean by Grid Training ?
- f) What is multiculturalism ?
- g) Why organization exist ?
- h) What is innovation ?
- i) What do you mean by refreezing ?
- j) What is role playing ?
- k) What is cross cultural communication ?
- l) What is intervention ?

SECTION – B

Answer **any five** questions. Each question carries 7 marks :

(5×7=35)

2. How does culture drive performance ? Explain.
3. Briefly explain the process of organization development.
4. Describe the organizational constraints for creativity and innovation.

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5. Explain the causes for change in an organization.
6. What is MBO ? Mention the benefits of MBO to an organization.
7. Bring out various approaches to organization effectiveness. *change, innovation, efficiency*
8. Explain in brief various kinds of organization structure interventions.
9. Discuss the factors influencing the creativity.

SECTION - C

Answer **any three** questions. **Each** question carries **15** marks :

(3×15=45)

10. "Resistance to change is an irrational response". Justify.
11. Bring out the plans which organization adopt to reduce resistance to change.
12. "An healthy organization culture rests on eight values of OCTAPACE". Discuss.
13. Discuss the Hofstede Model. How does it help in solving intercultural and Organisational culture challenges.
14. What would an even more joyful workplace culture look like to you ? Discuss.