

TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION
BHR 4409: ORGANIZATION DEVELOPMENT
EXAM 1 –APRIL 2016

SECTION A –COMPULSORY QUESTION

Q1.(a) Organization Development (OD) is both the field of applied behavioural science focused on understanding and managing organizational change to increase an organization's effectiveness and viability and a field of scientific study and enquiry." Discuss the various stages of organizational growth. (10 Marks)

(b) "According to several observers, organizations are in the midst of unprecedented uncertainty and chaos, and nothing short of a management revolution will save them". Discuss Three major trends that are shaping change in organizations. (10 Marks)

(c) Discuss Four major steps in carrying out planned change in organization development. (10 Marks)

SECTION TWO ANSWER ANY TWO

Q2 (a) Organizational development is the framework for change, and often times a manager helps to lead this change. Explain core competencies required by the organization development practitioner. (10 Marks)

(b) Discuss the role of professional organizational development practitioner. (10 Marks)

Q3. (a) Highlight major challenges faced by managers when introducing organizational development (10 Marks)

(b) The planned change process generally starts when one or more managers or administrators sense an opportunity for their organization, department, or group, believe that new capabilities need to be developed, or decide that performance could be improved through organization development. Discuss Three basic components of Managing the OD Process. (10 Marks)

Q4 (a) Kurt Lewin's change model views planned change as a three-step process. Explain the three-process model highlighting various activities carried out at each step. (10 Marks)

(b) Discuss why managers should embrace organization development in an organization. (10 Marks)

Q5 (a) Organization Development (OD) interventions techniques are the methods created by OD professionals and others. Single organization or consultant use these interventions depending upon the need or requirement. Explain Four interventions techniques that an OD consultant can use.

(10 Marks)

(b) Highlight typical characteristics of organization development

(10 Marks)