MP-402

June - Examination 2026

Master of Business Administration (IInd Year) Examination

Organisational Development and Training

Paper : MP-402

[*Time: **3** Hours*] [*Maximum Marks: **80***]

Note :- The question paper is divided into three Sections A, B and C. Write answers as per the given instructions in each section.

Section-A **8×2=16**

(Very Short Answer Type Questions)

Note :- Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum up to **30** words. Each question carries **2** marks.

1. (i) Provide two examples of team building.
   (ii) What is intervention in organisational development?
   (iii) Why Training Needs Assessment (TNA) required in industry. Provide only two points.
   (iv) Give two examples of sensitivity training application in any industry sector.
   (v) An organisation introduced new software ERP, but employees are unable to use it efficiently. What training method should be adopted and describe, how it is suitable? (please write two bullet points only)
   (vi) A manager receives complaint against low morale of employee after restructuring. Which OD approach can help?
   (vii) A project team is unable to meet deadlines due to poor coordination then how it should handle the situation?
   (viii) An employee produced 120 units before training and 150 units after training. Calculate the increase in productivity.

Section-B **4×8=32**

(Short Answer Type Questions)

Note :- Answer **any four** questions. You have to delimit your each answer maximum up to **200** words. Each question carries **8** marks.

2. Explain the process of organisational development and analyse its importance in improving organisational effectiveness.
3. Analyse the role of leadership in managing organisational change w.r.to any industry.
4. Evaluate the importance of different levels of Training Needs Assessment (TNA). Illustrate it with an industry example.
5. A retail chain observed a decline in customer satisfaction due to poor employee communication skills. Suggest a suitable training program and justify your recommendation.

6. Compare on job and off job training methods with suitable examples.
7. Explain in detail the importance of action research and its two applications with examples.
8. Compare the different elements of change agent and how it helps in organisational growth.
9. Explain the concept of empowerment illustrating a situation of manufacturing minor defects occurring again and again at different workstations.

Section-C

2×16=32

(Long Answer Type Questions)

Note :- Answer **any two** questions. You have to delimit your each answer maximum up to **500** words. Each question carries **16** marks.

10. An Automobile Company introduced robotic automation in the assembly section. Senior employees resisted the change due to fear of job-loss and lack of technical knowledge production efficiency decreased during implementation. 8+8=16
    (a) Analyse the reasons for employee resistance to change.
    (b) Suggest suitable OD interventions and training programmes.
11. A hospital faced high employee turnover among nurses due to work stress, poor communication and workload imbalance, patient complaints also increased. 8+8=16
    (a) Identify the organisational problem affecting employee morale.
    (b) Recommend OD and training strategies for improvement.
12. A logistics company experienced order delays and inventory mismatches after implementing a new Warehouse Management System (WMS). Employees lacked software knowledge and coordination. 8+8=16
    (a) Analyse the reasons for operational inefficiency.
    (b) Suggest suitable OD and training interventions.
13. A Commercial Bank introduced digital banking system, but senior employees struggled to use the new applications. Customers complained about delay and transaction errors. 8+8=16
    (a) Evaluate the challenges faced during digital transformation.
    (b) Design a suitable training and OD strategy for the bank.
