

MP-402

December - Examination 2025
Master of Business Administration (II Year) Examination
ORGANIZATIONAL 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.

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) Define the role of a change agent in an OD training program.
- (ii) What is the difference between an internal and external OD consultant?
- (iii) Mention any two tools used in Training Needs Assessment (TNA).
- (iv) What is meant by Team Intervention?
- (v) State one OD challenge Samsung faces while implementing cross functional training in its India plant.
- (vi) List any two OD tools that Amazon uses to improve productivity at its fulfilment centre.
- (vii) How did Maruti benefit from using action research to improve its employee safety program?
- (viii) How can applied behavioural science be used to enhance team work in Dabour's R & D department.

Section-B

4×8=32

(Short Answer Type Questions)

Note :- Answer **any four** questions. Each answer should not exceed **200** words. Each question carries **8** marks.

2. Describe how a consulting relationship is managed during the implementation of a new training module at HUL (Hindustan Unilever Limited)?
3. Explain, how a TNA process can be customized for frontline workers in the services industry like Reliance Jio?

4. Describe the type of OD interventions and provide examples of their application in retail companies like D-mart or Amazon.
5. Explain the importance of team building interventions in cross functional teams of companies like Samsung or ITC.
6. Discuss the ethical consideration in client consultant relationships using a scenario from public sector manufacturing company.
7. How does organizational restructuring support supply chain agility in Maruti Suzuki during high demand seasons?
8. Analyze the role of OCTAPACE values in enhancing organizational culture at Maruti Suzuki during a major restructuring initiative.
9. Discuss the role of organizational culture in driving operational excellence at Toyota.

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. How does organization culture impact employee motivation and service quality at Amazon India's fulfilment centre?
11. Develop a complete framework for conducting a Training Needs Assessment (TNA) for a new product launch team in a Fast Moving Consumer Goods (FMCG) Company.
12. Asses the practical application of applied behavioural science in transforming the organizational culture at Godrej during its digital transformation journey.
13. Critically analyze the role of change agent in managing resistance during a large scale ERP implementation in a manufacturing firm.
