

OLLSCOIL NA hÉIREANN GAILLIMH
NATIONAL UNIVERSITY OF IRELAND, GALWAY

SEMESTER II EXAMINATIONS, 1998/99

SECOND INDUSTRIAL ENGINEERING EXAMINATION
THIRD INDUSTRIAL ENGINEERING EXAMINATION

ORGANISATION DEVELOPMENT - IE 308

Professor P. Willman
Mr. M. Moroney
Ms. D. Morgan

Time allowed: THREE hours

CANDIDATES MUST ANSWER FOUR QUESTIONS

All questions carry equal marks.

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SECTION A

1. What makes an 'effective' manager? Support your answer by describing two theories of management.
2. What are the objectives of Organisational Structure? What are the key considerations in the design of Organisational Structure?
3. What are the differences between a group and a team? Describe the factors that influence team effectiveness.

SECTION B

4. Describe the 5 stages involved in Effective Change Management.
5. Why do individuals resist change? What strategies can management adopt to overcome such resistance?
6. Define Human Resource Interventions in context of Organisational Development. Describe in detail one Human Resource Intervention outlining the potential benefits to the organisation.