

**College of Administrative and Financial Sciences**

**Assignment 3**

**Deadline: 17/04/2021 @ 23:59**

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| Course Name: Organization Design & Development | Student’s Name:  |
| Course Code: MGT404 | Student’s ID Number:  |
| Semester: II | CRN:  |
| Academic Year: 1441/1442 H |

**For Instructor’s Use only**

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| --- |
| Instructor’s Name:  |
| Students’ Grade: Marks Obtained/Out of | Level of Marks: High/Middle/Low |

**Instructions – PLEASE READ THEM CAREFULLY**

* The Assignment must be submitted on Blackboard (**WORD format only**) via allocated folder.
* Assignments submitted through email will not be accepted.
* Students are advised to make their work clear and well presented; marks may be reduced for poor presentation. This includes filling your information on the cover page.
* Students must mention question number clearly in their answer.
* Late submission will NOT be accepted.
* Avoid plagiarism, the work should be in your own words, copying from students or other resources without proper referencing will result in ZERO marks. No exceptions.
* All answered must be typed using **Times New Roman (size 12, double-spaced)** font. No pictures containing text will be accepted and will be considered plagiarism).
* Submissions without this cover page will NOT be accepted.



**Department of Business Administration**

**Organization Design and Development- MGT 404**

**Assignment 3**

**Marks: 5**

***Course Learning Outcomes:***

* Analyze the human, structural and strategic dimensions of the organizational development (2.4)

***Assignment Instructions:***

* Be sure to cite **at least two scholarly, peer-reviewed references in support of two of your answers and also incorporate the key concepts from the course.**

***Assignment Question(s):***

Please read the case study **“TQM at the Ritz-Carlton”** in Chapter 13, p.391 available in your textbook “Organization Development & Change” (10th ed.) by Cummings, T and Worley, C and answer the following questions:

* Q.1 Based on your understanding of the case, discuss and evaluate employee involvement as practiced by the Ritz-Carlton in terms of the following key elements:

-Power (0.5 mark)

-Information (0.5 mark)

-Knowledge and skills (0.5 mark)

-Rewards (0.5 mark)

* Q.2 Do you think the Ritz-Carlton’s experience with TQM could be provided as a benchmark to other organizations? Explain your answer in light of the stages for TQM application. (1.5 marks)
* Q.3 Discuss which features are evident in the practices of the Ritz-Carlton that would enable the Hotel Company to meet the criteria of high involvement organizations. (1.5 marks)

**Answers:**

**A.1…**

1.1…

1.2…

1.3…

1.4…

**A.2…**

**A.3…**