1. **Attempt any six questions from below: 4x6=24**
2. Explain Open System Planning model with the help of a neat diagram.
3. Discuss the steps in implementing change.
4. Write the advantages of Action Research.
5. Explain ‘Role Analysis Technique’ to facilitate team building and team performance in the organization.
6. Write on the elements and benefits of the Confrontation meeting of Comprehensive Intervention
7. Define ‘quality of work life’. Mention the features of TQM.
8. Give a brief note of OD interventions applied by Indian organizations.
9. **Attempt any four questions from below: 8x4=32**
   * 1. Explain various types of change that can be observed in an organization. ‘Change can happen for a variety of reasons’- Discuss.
     2. Who are the significant players in the environment and how can they influence the organization?
     3. Critically examine Lewin’s three stage process for change.
     4. Define Organizational Development. Briefly describe the process of Organization Development.
     5. “Survey Feedback is an important Organizational Development Tool” – Discuss the Survey Feedback Approach.

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**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN) 2017**

**DHR 204: ORGANIZATIONAL CHANGE AND DEVELOPMENT**

**Time: 3 Hours Total Marks: 70**

*The figures in the right-hand margin indicate marks*

*for the individual question.*

*---------------------------------------------------------------------------------------------*

1. **Attempt all the multiple choice questions 1x14=14**
2. Which is not a change lever in an organization?
3. Technology
4. Cost
5. Quality
6. Production
7. Which is not a factor of managing resistance against organizational change?
8. Education and communication
9. Participation and involvement
10. Women empowerment
11. Negotiation and rewards
12. ‘Vision’ can be explained as\_\_\_\_\_\_.
13. Core values + core purpose
14. Core ideology + envisioned future
15. Core values +vivid description
16. Audacious goal + vivid description
17. Which element does not come under ‘Sustaining Momentum’ of Effective Change Management?
18. Providing resources for change
19. Building a support
20. Reinforcing new behaviour
21. Integrating commitment planning  **P.T.O**
22. In organization development process, the consultants encourage the inter group meetings, interaction etc., after the formation of groups/teams, which is known as \_\_\_\_\_\_.
23. Inter-group development
24. Intra-group development
25. Team-building
26. Teamwork
27. Which is the fifth step of Survey feedback process?
28. Identify project plan and objectives
29. Train leaders on facilitating team discussions
30. Conduct interviews and focus groups
31. Provide feedback to leaders
32. Which is not the main area of team interventions?
33. Diagnosis
34. Task accomplishments
35. Team relationships
36. Management processes.
37. Which are the various stages that can be observed in ‘Principled Negotiations intervention’?
38. People, Interest, Options and Criteria
39. People, Interest, Decision and Criteria
40. People, Reference, Decision and Criteria
41. Management, Interest, Employer and Criteria
42. The activity of Confrontation meeting depends on-
43. Experience with an action oriented method of planned change.
44. It involves the entire in a joint action-planning programme.
45. The meeting can be conducted several times
46. All the above

**P.T.O**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a system for graphically displaying the problems of an organization, examining the interconnections between the problems, and graphically tracking the corrective actions taken to solve the problems.
2. Grid Organization Development
3. Real time strategic change
4. Stream Analysis
5. Schein’s Cultural Analysis
6. Usually \_\_\_\_\_\_ changes are fast as compared to \_\_\_\_\_\_\_ change.
7. Reactive, Proactive
8. Proactive, Reactive
9. Pre-active, Reactive
10. Reactive, Pre-active
11. Which ‘Zone’ cannot be observed in the process of realizing the need for change?
12. Zone of Action
13. Zone of Resolution
14. Zone of Self-accretion
15. Zone of Self-deception
16. Organizations are \_\_\_\_\_\_ in active exchange with their environments.
17. Close System
18. Open System
19. Can be both
20. None above
21. In Weisboard’s diagnostic model ‘whether the organization has the right kind of technology for carrying out their tasks effectively’ is known as\_\_\_\_\_\_\_.
22. Purpose
23. Organizational Structure
24. Rewards
25. Helpful Mechanism

**P.T.O**