

Total No. of Questions: 6

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Enrollment No.....



Faculty of Management Studies
End Sem Examination May-2024
MS3EH08 Organization Development

Programme: BBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

- Q.1 i. OD was founded on the belief that using behavioural science methods to increase collaborative problem solving would increase- **1**
(a) Organizational effectiveness
(b) Organizational turnover
(c) Organizational reputation
(d) All of these
- ii. The team of authors, who called organizational development as, practical application of science of organization is- **1**
(a) Rogger and Bennet (b) Fayol and Taylor
(c) Porras and Robertson (d) None of these
- iii. A scientific approach to study and then solving organizational issues experienced by an organization is called: **1**
(a) Applied research (b) Action research
(c) Pure research (d) None of these
- iv. OD process is cyclical and ends, when: **1**
(a) Desired development result is obtained
(b) Plan is implemented
(c) Data is gathered
(d) Problem is identified
- v. A person who initiates, stimulates, or facilitates a change program is called: **1**
(a) OD manager (b) OD practitioner
(c) OD stimulator (d) OD facilitator

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- vi. In IBM some groups operate out of the human resources area and may report directly to the president of the organization. They can be categorized as which of the following OD consultant groups? **1**
 (a) External practitioner
 (b) Internal practitioner
 (c) Internal and external practitioner mix
 (d) General OD consultants
- vii. Organizational development as an intervention programme is basically a _____ approach. **1**
 (a) Top-to-bottom (b) Horizontal
 (c) Bottom-to-top (d) None of these
- viii. Which of the following is not an organizational development intervention programme? **1**
 (a) Team-building (b) Survey feedback
 (c) Leadership development (d) All of these
- ix. Going beyond the surface changes to transform the underlying assumptions and values governing organization's behaviours is the study of which of the following discipline? **1**
 (a) Organizational behaviour
 (b) Organizational development
 (c) Organizational configuration
 (d) Organization theory and design
- x. Which of the following stages may include installing new methods and procedures, reorganizing structures and work designs, and reinforcing new behaviours in action research model? **1**
 (a) Intervention (b) Planned change
 (c) Evaluation (d) Feedback
- Q.2 i. Define organisational development. **2**
 ii. Explain any three features of organizational development. **3**
 iii. What is the importance of organizational development? **5**
 OR iv. Write an essay on the historical development of OD. **5**
- Q.3 i. Explain the Lewin's change model in brief, **2**
 ii. Define the process of organisational development in detail. **8**
 OR iii. What are the eight phases of planned change as defined by the **8**

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- original action research model? Explain each of them.
- Q.4 i. Write short note on consultant-client relationships. **3**
 ii. What are the competencies of an effective OD practitioner? **7**
 OR iii. Are all managers are change agent? Discuss. **7**
- Q.5 i. What is OD intervention? **2**
 ii. Explain the process of designing the effective interventions. **8**
 OR iii. Discuss any two types of intervention and their significance to the organization. **8**
- Q.6 Attempt any two:
 i. What are the implications of organisational development future? **5**
 ii. Explain the humanistic, optimistic and democratic OD values. **5**
 iii. How to make cultural changes in an organization? Explain. **5**

Scheme of Marking

Organization Development (T) - MS3EH08 (T)

- Q.1 i) OD was founded on the belief that using behavioural science methods to increase collaborative problem solving would increase: - 1
(a) Organizational effectiveness
- ii) The team of authors, who called organizational development as, practical application of science of organization is 1
(c) Porras and Robertson
- iii) A scientific approach to study and then solving organizational issues experienced by an organization is called: 1
(b) action research
- iv) OD process is cyclical and ends, when: 1
(a) Desired development result is obtained
- v) In IBM some groups operate out of the human resources area and may report directly to the president of the organization. They can be categorized as which of the following OD consultant groups? 1
(b) Internal practitioner
- vi) A person who initiates, stimulates, or facilitates a change program is called: 1
(b) OD practitioner
- vii) Organizational development as an intervention programme is basically a _____ approach. 1
(a) top-to-bottom
- viii) Which of the following is not an organizational development intervention programme? 1
(d) All of the above
- ix) Going beyond the surface changes to transform the underlying assumptions and values governing organization's behaviours is the study of which of the following discipline? 1
(b) Organizational development
- x) Which of the following stages may include installing new methods and procedures, reorganizing structures and work designs, and reinforcing new behaviours in action research model? 1
(a) Intervention
- Q.2 i. Define organisational development. 2
- ii. Explain any three features of organizational development. 1x3 = 3
- iii. What is the importance of organizational development? 1x5 = 5

- OR iv. Write an essay on the historical development of OD. 5
- Q.3 i. Explain the Lewin's change model in brief, 2
 ii. Define the process of organisational development in detail. 1x8 = 8
- OR iii. What are the eight phases of planned change as defined by the original action research model? Explain each of them. 1x8 = 8
- Q.4 i. Write short note on consultant-client relationships. 3
 ii. What are the competencies of an effective OD practitioner? 1x7 = 7
- OR iii. Are all managers are change agent? Discuss. As per explanation 7
- Q.5 i. What is OD Intervention? 2
 ii. Explain the process of designing the effective interventions. 1x8 = 8
- OR iii. Discuss any two types of intervention and their significance to the organization. 2x2 + 2x2 = 8
- Q.6 Attempt any two:
- i. What are the implications of organisational development future? 5
1x5 = 5
- ii. Explain the Humanistic, Optimistic and Democratic OD values. 5
(0.5x3)x3+0.5 for overall explanation = 5
- iii. How to make cultural changes in an organization? Explain. 1x5 = 5
