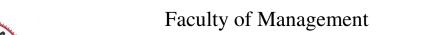
Total No. of Questions: 6

Total No. of Printed Pages:3

Enrollment No.....





End Sem (Odd) Examination Dec-2017 MS5EH02 Organization Development

Branch/Specialisation: Management / HR Programme: MBA

Maximum Marks: 60 Duration: 3 Hrs.

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.

- Q.1 i. Following is not considered as an organizational development 1 intervention programme (a) Team-building (b) Survey feedback (c) Leadership development (d) All of these Organizational development as an intervention programme is 1 basically a _____ approach. (a) Top-to-bottom (b) Horizontal (c) Bottom-to-top (d) None of these An interview, in which you ask about a candidate's behavior in a 1 certain given situation is (a) Situational interview (b) Situational test (c) Behavioral tests (d) Job related questions An interview, in which candidates are put into anxiety is a 1 (a) Situational interview (b) Stress interview (c) Behavioral test (d) Job related interview Following is not recommended for fostering organizational 1 creativity (a) Encourage new ideas. (b) Tolerate failure. (c) Encourage new ideas. (d) Provide general objectives.
 - Following is not a recommended approach to encourage creativity
 - - (a) Tolerating failures.
 - (b) Offering recognition for good effort and performance.
 - (c) Restricting on-the-job interaction in order encourage individual excellence.
 - (d) Encouraging experimentation among employees.

P.T.O.

	vii.	The term "Quality of Work Life" was coined by: (a) Eric Tryst (b) Henry Towne (c) Walter Shewart (d) Hammer & Champy	1
	viii.	Which of the following is <u>not</u> one of the stages in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s?	1
		(a) Unfreezing current attitudes.	
		(b) Moving to a new level.	
		(c) Refreezing attitudes at the new level.(d) Melting resistance.	
	ix.	Although each organization has its own unique set of challenges, which has proved to be an effective tool which promotes increased job satisfaction:-	1
		(a) Management development tool	
		(b) Survey feedback tool	
		(c) Both (a) and (b)	
		(d) None of these	
	х.	During the course of the Organizational Development projects, the internal OD specialists should:-	1
		(a) Become increasingly professionalized and be responsible for their own development	
		(b) Advise the consultant	
		(c) Both (a) and (b)	
		(d) None of these	
Q.2	i.	Explain the relevance of OD.	2
	ii.	Write the assumptions and values of OD in relevance to competitive scenario.	3
	iii.	Discuss the role of top management and OD practitioners.	5
OR	iv.	Write the emergence of OD as applied science in today's scenario.	5
Q.3	i.	Explain the structured and unstructured questionnaire.	2
	ii.	Discuss the techniques of organizational diagnosis.	8
OR	iii.	Explain the process of collecting and analysing diagnostic information with feedback mechanism.	8

Q.4	i.	What are the importances of planned change?	3
	ii.	Explain the process of Kurt Lewin model of change with suitable examples.	7
OR	iii.	Mention the role of creativity and innovation in managing change.	7
Q.5	i.	Briefly discuss the management by objectives.	4
	ii.	Discuss role, skills and styles of change agents.	6
OR	iii.	Discuss concept of quality of work life for organizational effectiveness.	6
Q.6		Write short note on any two:	
	i.	OD-HRD interface.	5
	ii.	Challenges of OD.	5
	iii.	OD in global setting.	5

MS5EH02 Organization Development

Marking Scheme

Q.1	i.	Following is not considered as an organizational development intervention programme	1
		(d) All of these	
	ii.	Organizational development as an intervention programme is	1
	11.	basically a approach.	•
		(a) Top-to-bottom	
	iii.	An interview, in which you ask about a candidate's behavior in a	1
		certain given situation is	
		(a) Situational interview	
	iv.	An interview, in which candidates are put into anxiety is a	1
		(b) Stress interview	
	v.	Following is not recommended for fostering organizational creativity	1
		(d) Provide general objectives.	
	vi.	Following is not a recommended approach to encourage creativity	1
		(c) Restricting on-the-job interaction in order encourage	
		individual excellence.	
	vii.	The term "Quality of Work Life" was coined by:	1
		(a) Eric Tryst	
	viii.	Which of the following is <u>not</u> one of the stages in Kurt Lewin's	1
		famous three-stage prescriptive model of change developed in the 1950s?	
		(d) Melting resistance.	
	ix.	Although each organization has its own unique set of challenges, which has proved to be an effective tool which promotes increased job satisfaction:-	1
		(b) Survey feedback tool	
	х.	During the course of the Organizational Development projects, the	1
	Α.	internal OD specialists should:-	-
		(a) Become increasingly professionalized and be responsible for	
		their own development	
Q.2	i.	Relevance of OD.	2
	ii.	Any 3 assumptions and values of OD (1 mark $*$ 3 = 3 marks)	3
	iii.	Role of top management – 2.5 marks	5
		Role of OD practitioners. – 2.5 marks	

OR	iv.	Write the emergence of OD as applied science in today's scenario.	5
Q.3	i.	Structured questionnaire – 1 mark	2
		Unstructured questionnaire – 1 mark	
	ii.	Techniques of organizational diagnosis.	8
OR	iii.	Process with feedback	8
Q.4	i.	Any 3 importance of planned change	3
	ii.	Process of Kurt Lewin model – 5 marks	7
		Examples - 2	
OR	iii.	Any 7 role of creativity and innovation in managing change.	7
Q.5	i.	Management by objectives.	4
	ii.	Role of change agents- 2 marks	6
		Skills of change agents- 2 marks	
		Styles of change agents – 2 marks	
OR	iii.	Concept of quality of work life for organizational effectiveness.	6
Q.6		Write short note on any two:	
	i.	OD-HRD interface.	5
	ii.	Any 5 Challenges of OD.	5
	iii.	OD in global setting (any 5 dimensions)	5
