

Total No. of Questions: 6

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Enrollment No.....



Faculty of Management Studies
End Sem (Even) Examination May-2022
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.

- 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) Fayle 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. 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

P.T.O.

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- vi. 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
- 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 original action research model? Explain each of them. **8**

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- 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 it. **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 its significance to the organization. **8**
- Q.6 Attempt any two:
 i. What are the implications of organisational development's future? **5**
 ii. Explain the humanistic, optimistic and democratic OD values. **5**
 iii. How to make cultural changes in an organization? Explain it. **5**

Marking Scheme

MS3EH08 Organization Development

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
		(b) Survey feedback	
		(c) Leadership development	
	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.	Definition of organisational development	2
	ii.	Any three features of organizational development	3
		1 mark for each	(1 mark * 3)

	iii.	Any five importance of organizational development	5
		1 mark for each	(1 mark * 5)
OR	iv.	Historical development of OD	5
		As per the explanation	
Q.3	i.	Lewin's change model	2
		As per the explanation	
	ii.	Process of organisational development	8
		1 mark for each step	(1 mark * 8)
OR	iii.	Eight phases of planned change as defined by the original action research model	8
		1 mark for each phase	(1 mark * 8)
Q.4	i.	Consultant-client relationships.	3
		As per the explanation	
	ii.	Competencies of an effective OD practitioner	7
		1 mark for each	(1 mark * 7)
OR	iii.	Are all managers are change agent?	7
		As per the explanation	
Q.5	i.	OD Intervention	2
	ii.	Process of designing the effective interventions	8
		1 mark for each step	(1 mark * 8)
OR	iii.	Any two types of intervention	8
		2 marks for each (2 marks * 2)	4 marks
		Their significance	
		2 marks for each (2 marks * 2)	4 marks
Q.6		Attempt any two:	
	i.	Implications of organisational development's future	5
		1 mark for each	(1 mark * 5)
	ii.	Humanistic, optimistic and democratic OD values.	5
		1.5 marks for each (1.5 marks * 3)	4.5 marks
		Overall Explanation	0.5 mark
	iii.	Cultural changes in an organization	5
		As per the explanation	
