

Q.20 The organization development process begins by recognizing_____.

SECTION-C

Note: Short answer type Questions. Attempt any twelve questions out of fifteen Questions. (12x5=60)

- Q.21 What are the different types of Organisational culture?
- Q.22 What is organizational change and its nature?
- Q.23 What is the concept of change and development?
- Q.24 What is organizational culture?
- Q.25 How do you measure effectiveness of organizational culture?
- Q.26 Mention the causes of resistance to change?
- Q.27 Write the meaning of group Behaviour.
- Q.28 Why is a group important?
- Q.29 What are the characteristics of cohesiveness.
- Q.30 What are 5 conflict management techniques?
- Q.31 What are the limitations of OD?
- Q.32 Describe the techniques of organization development?
- Q.33 Explain the affects organizational climate?
- Q.34 What are the characteristics of organizational climate?
- Q.35 Describe the factors influencing organizational culture?

SECTION-D

Note: Long answer questions. Attempt any two questions out of three Questions. (2x10=20)

- Q.36 What is Conflict Management? What are 5 conflict management techniques?
- Q.37 What are qualities of a team builder?
- Q.38 What do you mean by OD? Write down the benefits and limitations of OD?

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M.M. : 100

SECTION-A

Note: Multiple choice Questions. All Questions are compulsory. (10x1=10)

- Q.1 Knowledge management is concerned with the emergence, storage and _____ of knowledge.
 - a) Trade
 - b) Transfer
 - c) Translation
 - d) Transcription
- Q.2 Organizational change involves 3 generic processes. They are transformation, decline and _____.
 - a) Turnaround
 - b) Growth
 - c) Downsize
 - d) Mergers
- Q.3 Why might individuals resist organisational change?
 - a) Lack of interest
 - b) Pessimism
 - c) Anxiety
 - d) All of the above
- Q.4 Organizations that are good at developing relevant capabilities to respond to a changing contest are known as :
 - a) Knowing organizations
 - b) Stretch organizations
 - c) Learning organizations
 - d) None of the given options
- Q.5 _____ is to minimize the potential negative impact that can arise from disagreements and increase the odds of a positive outcome
 - a) Conflict management
 - b) Leadership
 - c) Strategy
 - d) None

- Q.6 _____ is known as both a field of applied behavioural science focused on understanding and managing organisational change and as a field of scientific study and inquiry.
- Organisational development
 - Conflict management
 - Human resource practices
 - None
- Q.7 Are the ones that are created as per official authority. So as to fulfil the desired objective.
- Informal groups
 - Formal groups
 - Command group
 - None
- Q.8 The 4 changes in content levers are Technology, marketing, Quality and _____:
- Leadership
 - Strategy
 - Costs
 - Human resource practices
- Q.9 _____ to a set of beliefs, values and attitudes shared by everyone in the organization. It refers to the way in which organizations are managed.
- Organizational culture
 - Human resources practices
 - Leadership
 - None
- Q.10 _____ group is formed when two or more people come together to accomplish a specific task which is mainly socially geared.
- Informal groups
 - Formal groups
 - Command group
 - None

SECTION-B

Note: Objective type questions. All questions are compulsory. (10x1=10)

- Q.11 Organisations development and change transitions are the twin approaches that emerge from the psychological perspective of organisational change. Select one: True/False
- Q.12 In order to respond effectively to opportunities and threats, the organisation may need to make changes to its current products markets or processes. The environment can act as a trigger for change in organisations. (True/False)
- Q.13 It is very hard to ignore the impact of change on contemporary businesses. Implementing and managing change is often an integral part of strategy implementation. (True/False)
- Q.14 Change management can be defined as 'the continuous process of aligning an organisation with its marketplace and doing it more responsively and effectively than competitors.' (True/False)
- Q.15 _____ defines the way individuals are influenced by the thoughts, feelings, and behaviours of others in a group.
- Q.16 Conflict management is an umbrella term for the way we identify and handle conflicts fairly and efficiently.
- Q.17 _____ is about how an organization achieves its purpose through its design, function, structure, and processes.
- Q.18 When grocery stores installed scanners to read the product price, this was an example of managing what change category?
- Q.19 _____ is using direct threats or force on those who resist changes.