

- Q.19 Effective supervision is an activity of direction function.  
(True/False)
- Q.20 A change agent is only a person with authority in change.  
(True/False)

### SECTION-C

**Note:** Short answer type questions. Attempt any Twelve question put of fifteen questions. (12x5=60)

- Q.21 Define incentives?
- Q.22 Define leader?
- Q.23 What is MBO?
- Q.24 Write down 5 features of organization development?
- Q.25 What are the features of organization culture?
- Q.26 Write 5 principles of team building?
- Q.27 Define organizational effectiveness?
- Q.28 Explain 5 components of organization climate?
- Q.29 Give remedies of conflict management?
- Q.30 Write 5 factors of organizational culture?
- Q.31 Give 5 functions of culture?
- Q.32 What is management of change?
- Q.33 Define forces of change?
- Q.34 Write 5 limitations of OD?
- Q.35 Explain nature of organizational change?

### SECTION-D

**Note:** Long answer type questions. Attempt any Two question out of three questions. (2x10=20)

- Q.36 What is group behaviour and also explain inter group behaviour?
- Q.37 Describe Factors affecting organizational effectiveness and also write down impact of organizational climate on effectiveness?
- Q.38 Explain organizational change, resistance to change and overcoming resistance to change?

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## 4th Sem / Diploma in Business Management Subject : Organisational Change & Development

Time : 3 Hrs.

M.M. : 100

### SECTION-A

**Note :** Multiple choice types questions. All questions are compulsory. (10x1=10)

- Q.1 Incentives depends on:  
 a) Productivity                      b) Sales  
 c) Profits                            d) All of the above
- Q.2 Various types of tactics used by managers to accomplish their goals are known as  
 a) Use of social networks  
 b) Playing it straight  
 c) Going around the formal system  
 d) All of the above
- Q.3 Cultural intervention concentrates on  
 a) Traditions                        b) Precedents  
 c) Practices                           d) All of the above
- Q.4 Some of the changes in the performance due to OD, where seen in all these areas except  
 a) Improved quality level of the products  
 b) Reduction in the manpower of the organization  
 c) Increase in profit levels  
 d) Increase in quality of Services 3 increased in profit levels
- Q.5 The organizational diagnosis means:  
 a) To identify strengths, weaknesses problem areas

## **SECTION-B**

**Note:** Objective type questions. All questions are compulsory.  
 $(10 \times 1 = 10)$

- Q.11 Beliefs that employees are self-interested and therefore untrustworthy, that leadership and management know best, and that unity is important and dissent is to be avoided all contribute to organizational silence

a) True                    b) False

Q.12 Resistance is always inappropriate if an individual disagrees with a proposed change

a) True                    b) False

Q.13 Compensation can be monetary benefits (True/False)

Q.14 Incentives are always called “Payments by results”. (True/False)

Q.15 People in the organization should be treated as

a) Important resource  
b) Natural resource  
c) Working capital  
d) All of the above

Q.16 Planned organizational change is usually the responsibility of professionals within the organization, often top leadership

a) True                    b) False

Q.17 The belief that another individual, group or organization is competent, open and honest, concerned about employees, reliable and identifies with common goals, norms and values

a) Organizational Trust    b) Risk perception  
c) Complacency            d) None of the above

Q.18 While describing the individual roles, the 'role' is called as

a) Individual role        b) Focal role  
c) Social role              d) None of the above