

### SECTION-C

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

- Q.21 What is the main purpose of group cohesiveness?
- Q.22 How to manage conflicts?
- Q.23 What are the elements of group Behaviour?
- Q.24 What are the tools to measure organizational culture?
- Q.25 What do you mean by team building?
- Q.26 What are the 5 major functions of culture in an organization?
- Q.27 What are the factors influencing organizational development.
- Q.28 Describe the external Forces Organizational Change
- Q.29 What do you mean by group and its types?
- Q.30 What are the five common organization development OD techniques?
- Q.31 What is resistance of change called?
- Q.32 What is organizational change?
- Q.33 What is the inter group behavior theory?
- Q.34 What are the principles of building a strong team?
- Q.35 What are the components of organizational climate?

### SECTION-D

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

- Q.36 What do you mean by team building?
- Q.37 What are the characteristics and objectives of organizational development.
- Q.38 Write a short note on :
  - a) Group cohesiveness
  - b) Overcoming resistance to change

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**4th Sem / DBM, DBM (IPM)**

**Subject:- Organisational Change & Development**

Time : 3Hrs.

M.M. : 100

### SECTION-A

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

- Q.1 OD was founded on the belief that using behavioral science methods to increase collaborative problem solving would increase:-
  - a) Organizational effectiveness
  - b) Organizational turnover
  - c) Organizational reputation
  - d) all of the above
- Q.2 \_\_\_\_\_ can be collaboratively managed to ensure effectiveness.
  - a) Organisation culture
  - b) Individuals
  - c) Team culture
  - d) Organisation system
- Q.3 Which of the following is defined as people's perception and attitude about the organization?
  - a) Organisational culture
  - b) Organisational climate
  - c) Organisational effectiveness
  - d) Organization perception
- Q.4 Identity the incorrect statement
  - a) Organizational change and development take time-several years in most cases.

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- b) Organizational culture and processes are low-priority targets in most OD programs
  - c) OD emphasizes the culture of intact work teams and other team configurations
  - d) OD programs improve organizational effectiveness
- Q.5 Organization Development is a planned process of change through the utilization of \_\_\_\_\_
- a) Behavioural Science Technologies
  - b) Money
  - c) Machinery
  - d) Human
- Q.6 In organizations, people who acts as catalysts and assume the responsibility for managing the change process are called \_\_\_\_\_
- a) Change masters      b) Change agents
  - c) operations managers      d) Charismatic leaders
- Q.7 When grocery stores installed scanners to read the product price, this was an example of managing what change category?
- a) technology      b) people
  - c) competitors      d) structure
- Q.8 Causes of conflict management are:
- a) personal values      b) perceptions
  - c) communication style      d) all of the above
- Q.9 \_\_\_\_\_ may be necessary when resistance comes from a powerful source.
- a) Education and communication
  - b) Coercion
  - c) Facilitation and support
  - d) Negotiation

- Q.10 \_\_\_\_\_ is using direct threats or force on those who resist change.
- a) Negotiation
  - b) Coercion
  - c) Education and communication
  - d) none

### SECTION-B

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

- Q.11 \_\_\_\_\_ is an individual who promotes and supports a new way of doing something within the company.
- Q.12 Forces or factors that make organizations take organizational change are \_\_\_\_\_
- Q.13 \_\_\_\_\_ is defined as two or more individual, interacting and interdependent, who have come together to achieve a particular objective.
- Q.14 Name two main types of groups.
- Q.15 \_\_\_\_\_ also called group cohesion or social cohesion
- Q.16 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.17 \_\_\_\_\_ defines the way individuals are influenced by the thoughts, feeling and behaviors of others in a group.
- Q.18 Which factor increases group cohesiveness?
- Q.19 \_\_\_\_\_ is the process of creating a team that cohesively works together towards a common goal.
- Q.20 OD is based on the \_\_\_\_\_ sciences concepts.