

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

4th Sem / DBM, DBM (IPM)

Subject:- Organisational Change & Development

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.

- Q.5 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.