

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?

No. of Printed Pages : 4
Roll No.

186743-I/126743-I/106755-I

4th Sem.

Branch : DBM, DBM (IPM)

Sub. : Organisational Change & Development

Time : 3 Hrs.

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.
- | | |
|--------------------|------------------|
| a) Informal groups | b) Formal groups |
| c) Command group | d) None |

- ## SECTION-B
- Note: Objective type questions. All questions are compulsory. (10x1=10)**
- Q.11 Oraganisational 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.