

(19 & A-10) Seat No: \_\_\_\_\_

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Sardar Patel University

External Examination

PA03CHRM 05 –Organisational Development

Date : 18-10-2016 Day : Tuesday, Time:- 10.00 AM  
To 1.00 PM

Marks : 70

**Q.1 Multiple Choice Question –Attempt All**

(10)

- A. Organizational development as an intervention programme is basically a \_\_\_\_\_ approach.
1. Top to bottom
  2. Horizontal
  3. Bottom to top
  4. None of the above
- B. A scientific approach to study and then solving organizational issues experienced by an organization is called
1. Action Research
  2. Applied Research
  3. Pure Research
  4. None of the above
- C. Which one of the following is not a stakeholder in an organizational development process?
1. Supplier
  2. Customer
  3. Government Agencies
  4. None of the above
- D. Which of the following is not an organizational development intervention programme
1. Team building
  2. Survey Feedback
  3. Leadership Development
  4. All of the above
- E. Which of the following methods is adopted when there is a high uncertainty in the external environment?
1. Contingency approach
  2. System design approach
  3. Data driven approach
  4. None of the above
- F. "Organization development practitioner should consult the relevant employees". This is an example of which of the following contracting process
1. Describing
  2. Mutual Expectations
  3. Time and Resources
  4. Ground Rules
- G. Which of the following is not among the five steps of OD practices?
1. Laboratory training
  2. Action research
  3. Participative management
  4. Organizational transformation

(P.T.O.)

- H A person who initiates, stimulates, or facilitates a change program is called:
1. Organization development manager
  2. Organization development practitioner
  3. Organization development stimulator
  4. Organization development facilitator
- I What OD practitioner and the client expect to get from the relationship" is a critical area to be accessed in which of the following stages of action research model?
1. Problem identification
  2. Contracting
  3. Diagnosis
  4. Planning Change
- J In Lewin's change model, reducing the forces that maintain the organization's behavior at its present level is which of the following step?
1. Unfreezing
  2. Moving
  3. Changing
  4. Refreezing
- Q2. Definitional Terms –( Attempt any 5) (10)**
- A Define Quality of work life
  - B Force Field analysis
  - C Interview
  - D Action Research
  - E Define Management by Objective
  - F Work design
  - G Quality circle
- Q.3 Answers in brief ((Attempt any 5) (20)**
- A What do you understand by Planned Change??
  - B Narrate in brief Behavioural Intervention
  - C What do you understand by Sensitivity Training?
  - D Explain in brief Structured intervention?
  - E Mention in brief Foundation of Organisational Development
  - F What do you understand by Transactional analysis?
  - G What do you mean by Team building?
- Q.4 Answer the following (Attempt any 2) (30)**
- A Discuss the Organisational Renewal and Re-energising and support it with relevant examples
  - B Write a note on Kurt Lewin's Model of change
  - C Describe the role, skill and style of change agents with reference to organisational development
  - D Enumerate Emergence of Organisational Development as an applied behaviours science