

Duration: 2 ½ hours

Total Marks: 75

Note: All questions are compulsory.
Figures to right indicate full marks.

Q1. A. Choose and write correct answer from the options given below. (Any 8) (8)

1. The process of Organisational Development is based on the _____ model.
(Reaction/ Analysis/ Result/ Action research)
2. _____ is the first step in Organisational Development.
(Goal setting/ Employee development/ Change Management/ Restructuring)
3. From the _____ phase the practitioner facilitates the data collection, analysis, feedback, solution, findings etc.
(Diagnostic/ renewal/ collaborative/ restructuring)
4. The formulation of re-design plan is the real crux of the _____.
(Business process reengineering/ organisation renewal/ organization diagnosis/ Planned change)
5. _____ Intervention aims at achieving a fit among the organizations strategy, structure, culture and External Environment.
(Structural/ Human Resource/ Strategic/ Third party peace making)
6. _____ tends to be most rational part of our personality.
(Adult ego-state/ Parent ego-state/ Child ego-state/ old ego-state)
7. _____ power based on the power-receiver having an identification with power holder
(Expert/ Referent/ Coercive/ Reward)
8. Organizational _____ essentially denotes how well company uses money.
(Efficiency/ Power/ Productivity/ Effectiveness)
9. _____ suggests that the very least the consultant can provide "first aid" to the organization.
(Gordon Lippit/ Kellar ford/ Kelman/ Argyris)
10. _____ technique was developed by Blake & Mouton.
(Managerial grid/ Process consultation/ Transactional analysis/ Sensitivity training)

Q1. B. State whether following statement is True or False (Any 7) (7)

1. Conflicts between people in workgroups, committees, task forces and other organisational forms are inevitable.
2. A proactive approach towards organizational analysis is essential to diagnose the organization on different parameters.
3. Organizational development efforts can be time consuming, expensive & may have delayed pay off periods.
4. The primary purpose of organizational diagnosis is to know how good or how healthy the organization is to survive and succeed in the changing environment.
5. OD interventions are derived from theory, practice and experimentation.
6. Longitudinal strategy is best to evaluate the impact of small-scale OD interventions.
7. Content analysis is a popular technique for assessing qualitative data.
8. The second party peace making technique attempts to settle inter-personal and inter-group conflicts using modern concepts and methods of conflict management.
9. Coercive power is based on the ability of the power holder to punish another.
10. Structural tactics cannot be employed to divide and dominate the opposition.

- Q2 A) What are the Principles of Organizational Development? (8)
B) Explain the Importance of Organizational Development. (7)

OR

- C) "An Organizational Development intervention is usually a top down activity that is initiated by the senior management to improve organizational effectiveness", justify the statement with the help of suitable example from the corporate. (8)
D) What are the emerging trends in Organizational Development? (7)

- Q3 A) What are the tools used in Organizational Diagnosis? (8)
B) Do you think change can be planned? Explain the levels of Planned change. (7)

OR

- C) Explain the Phases of organizational Diagnosis. (8)
D) Explain the factors determining Organizational Change. (7)

- Q4 A) What are the Features of Organizational Development interventions? (8)
B) Explain the Modern techniques of Organization Interventions. (7)

OR

- C) Explain the types of Organizational Development Interventions. (8)
D) Explain the Process of Organizational Development Interventions. (7)

- Q5 A) What are the issues related to Client relationship? (8)
B) What are the ways to enhance Organizational Effectiveness? (7)

OR

- Q5 C Write short notes on: (Attempt any 3) (15)

1. Ethics in Organization Development.
2. Politics and Organization Development.
3. Components of Organizational development.
4. Survey feedback as a technique of OD intervention.
5. Organizational Renewal.
