

Seat No: _____

Enrollment No: _____

PARUL UNIVERSITY
FACULTY OF SOCIAL WORK
MSW-HRM, Summer 2022-23 Examination

Semester: 4

Date: 25-03-2023

Subject Code: 10202260

Time: 10:30AM TO 1PM

Subject Name: ORGANIZATIONAL DEVELOPMENT AND CHANGE MANAGEMENT Total Marks: 60

Instructions:

1. Attempt all questions from each section.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1A) Choose the Correct answer. (Each of one marks) (10)

1. Organizational Development is the application of social science techniques to plan change in organizational settings. True or False?
2. OD frequently employs surveys in its professional work. True or False?
3. Which one from below isn't an internal force of Organizational Change?
a. New equipment b. Job restructuring c. Employee attitude d. Labor market shifts
4. One of the features of the OD is that it's for Short-range change. True or False?
5. Government policies are one of the reasons behind the organizational change. True or False?
6. Evaluation and Feedback is not required in OD Intervention. True or False?
7. Team Building is one of the acts of OD intervention True or False?
8. Those who hold the transcendental view would say "I can't define it, but I know it when I see it" True or False?
9. Standardization isn't one of the methods for Quality Enhancement. True or False?
10. SQC is stand for Social Quality Control. True or False?

Q.1B) Describe Total Quality Management (TQM). (05)

Q.2A) Answer in one sentence. (Each of One marks) (10)

1. Write any two underlying values of Organizational Development?
2. What do you mean by the term "Team Building"?
3. Define the concept of Organizational Development.
4. Write any two reasons for Organizational Change.
5. Write any reasons why an individual is resist to the change.
6. Write few examples of OD interventions.
7. What is Change Agent?
8. What is Data Collection in process of OD?
9. Write meaning of OD intervention.
10. What is Quality?

Q.2B) Briefly answer following questions. (05)

1. Write the Major goals of OD program.
2. Define the term Organizational Change

Q.3A) Write the Meaning of OD Interventions and discuss its types with suitable examples. (10)

OR

Q.3A) Explain the Process For Leading Organizational Change. (10)

Q.3B) Short Note: Continuous Improvement, (05)

Q.4A) Discuss the process (Steps) of Organizational Development. (10)

Q.4B) Briefly discuss the Three categories of Change. (05)

OR

Q.4B) Write a short note on an effectiveness of OD. (05)