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## PARUL UNIVERSITY FACULTY OF SOCIAL WORK MSW-HRM, Winter 2017-18 Examinatio

Enrollment No:

MSW-HRM, Winter 2017-18 Examination Date: 05/01/2018 Semester: 4 Subject Code: 10202253 Time: 10:30 am to 1:00 pm Subject Name: Organizational Development and Change Management **Total Marks: 60 Instructions:** 1. All questions are compulsory. 2. Figures to the right indicate full marks. 3. Make suitable assumptions wherever necessary. 4. Start new question on new page. (10)Q.1 A) Multiple Choice Questions: 1. The grid training was developed by \_\_\_\_\_ b) Burke-Litwin a) Rolf Lynton c) Blake and Mouton d) Lewin & Likert 2. The T-group training lays heavy concentration on individual alone and therefore its utility to the total organization is limited. b) False a) True 3. The laboratory training in India was developed by b) Udai Pareek a) Max Coley d) Kurt Lewin c) Rolf Lynton 4. Which of the following change model is based upon the problem solving and decision making process? a) System model b) Expanded process model c) Leavitt's model d) Three step model 5. Unobstructive data means \_\_\_\_ a) Data collected through observation b) Data through secondary sources c) Data collected through interview d) Data collected indirectly from respondents 6. Collection of data, feedback of information, developing an action plan and follow up are the steps of \_\_\_\_\_model. a) Action Research b) Expanded process c) Survey Feedback d) Systems model 7. Which of the following is not included in the 7 S framework given by McKinsey for organizational Diagnosis? a) Style b) System d) Structure c) Strengths 8. The 6 box model of organizational diagnosis was developed by \_\_\_\_\_\_. a) Burke-Litwin b) Weisbord c) Kurt Lewin d) Tichy 9. The consultant should get absorbed by the culture of the client's organization for effective implementation of OD interventions. a) True b) False 10.Goals, people, social factors, methods and organizing arrangements are the elements of change according to \_\_\_\_\_ model. a) Leavitt's model b) Action research c) Expanded process model d) Systems model **Q.1 B)** What are the assumptions of OD? (05)Q.2 A) Answer in one sentence. (10)1. What is mentoring? 2. What is role analysis? 3. What is quality circle? 4. What do you mean by role negotiation? 5. What is organizational diagnosis?

|        | 6. What is organizational change?   |      |
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|        | 7. Define planned change.   |      |
|        | 8. What do you understand by chain effect of change?  |      |
|        | 9. What is process consultation?  |      |
|        | 10.What is job enrichment?  |      |
| Q.2 B) | <b>B)</b> Define the following terms.   |      |
|        | 1. Organizational Development   |      |
|        | 2. Organizational Change Management   |      |
| Q.3 A) | A) Explain Sensitivity Training as an OD Intervention.  |      |
|        | OR  |      |
| Q.3 A) | Explain the Objectives and Features of Organizational Development.  | (10) |
| Q.3 B) | 3) What are the skills and competencies required to perform the role of OD practitioner?  |      |
| Q.4 A) | Discuss how Three step model of change given by Kurt Lewin can be applied effectively for change management in an organization. | (10) |
| Q.4 B) | What factors should be considered while planning and implementing an OD intervention technique in an organization?              | (05) |
|        | OR  |      |
| Q.4 B) | Explain the concept of QC and TQM.  | (05) |