

6. What is organizational change?
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) Define the following terms. (05)

1. Organizational Development
2. Organizational Change Management

Q.3 A) Explain Sensitivity Training as an OD Intervention. (10)

OR

Q.3 A) Explain the Objectives and Features of Organizational Development. (10)

Q.3 B) What are the skills and competencies required to perform the role of OD practitioner? (05)

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)