

PARUL UNIVERSITY
FACULTY OF SOCIAL WORK
MSW-HRM, Summer 2018-19 Examination

Semester: 4**Subject Code: 10202253****Subject Name: Organizational Development and Change Management****Date: 19/04/2019****Time: 10:30 am to 1:00 pm****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.

Q.1 A) Multiple Choice Questions: (Each of one mark)**(10)**

1. Which of the following change model is based upon the problem solving and decision making process?
 - a) Systems model
 - b) Expanded process model
 - c) Leavitt's model
 - d) Three step model
2. Which of the following is not the design component at the organizational level?
 - a) Task significance
 - b) HR Systems
 - c) Technology
 - d) Structure
3. The consultant should get absorbed by the culture of the client's organization for effective implementation of OD Interventions.
 - a) True
 - b) False
4. The T-group training lays heavy concentration on individual alone and therefore its utility to the total organization is limited.
 - a) True
 - b) False
5. The grid training was developed by _____.
 - a) Rolf Lynton
 - b) Burke-Litwin
 - c) Blake & Mouton
 - d) Lewin & Likert
6. Unobstructive data means _____.
 - a) Data collected through observation
 - b) Data through secondary sources
 - c) Data collected through interviews
 - d) Data collected indirectly from respondents
7. The workshop held in Britain on intergroup relations led to the establishment of _____.
 - a) NTL
 - b) ALOKA
 - c) SRC
 - d) IIM
8. The force field analysis developed by Kurt Lewin identifies _____ to move the equilibrium towards desired direction and bring about a change.
 - a) driving and restraining forces
 - b) strengths and weaknesses
 - c) opportunities and challenges
 - d) problems and goals
9. Which of the following OD intervention evaluates the style of leadership with focus on concern for people and concern for results?
 - a) Sensitivity training
 - b) Team Building
 - c) Grid training
 - d) system 4 management
10. Likert's System 4 consists of framework of 4 types of systems namely reactive organization, responsive organization, proactive organization and high performing organization.
 - a) True
 - b) False

Q.1 B) Explain Weisbord's 6 box model of organizational diagnosis. **(05)**

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

1. What is organizational change?
2. State the forces of organizational change.
3. What is role negotiation?
4. What do you mean by Quality Work Life?
5. Name the elements in Leavitt's Model of change.
6. What is behaviour modeling?
7. State the elements of system's model of change.
8. What are the personal barriers to organizational change?
9. What is process consultation?
10. What is TQM?

Q.2 B) Define the following terms. **(05)**

1. Organizational Development
2. Planned Change

Q.3 A) Explain Kurt Lewin's three step model of change. **(10)**

OR

Q.3 A) State the objectives and features of OD. **(10)**

Q.3 B) Write a note on Sensitivity Training as an OD Intervention technique. **(05)**

Q.4 A) How can you decide OD Intervention technique? **(10)**

Q.4 B) Why do people resist change? How can one overcome the barriers to change? **(05)**

OR

Q.4 B) State various OD interventions at Individual, Group and Organizational level. **(05)**