Seat No:	Enrollment No:
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PARUL UNIVERSITY

FACULTY OF SOCIAL WORK MSW-HRM, Summer 2017-18 Examination

Semester: IV Date: 22/05/2018

Subject Code: 10202253 Time: 10:30 am – 1:00 pm

Subject Name: Organizational Development & 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.

3. Define chain effect of change?

4. What do you mean by planned change?

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. Start r	new que	stion on new page.			
O.1A)	Multin	le choice questions: (Each of one	mark)	(10)	
1. 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		
	2.	Which of the following change mo	odel 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		
	3.	The process under which efforts ar	re made to mould the behaviour of a person like that		
		of an ideal role model is called	process.		
		a) Unfreezing	b) Identification		
		c) Internalization	d) Refreezing		
	4.	The 6 box model of organizational	diagnosis was given by		
		a) Burke-Litwin	b) Tichy		
		c) Kurt Lewin	d) Weisbord		
	5.	The T-group training lays heavy co	oncentration on individual alone and therefore its		
	utility to the total organization is limited.				
		a) True	b) False		
	6.	5. Transferring the key officers or improving the reporting system can be covered under			
		which of the following dimension	of change?		
		a) Behavioural	b) Technological		
		c) Structural	d) Procedural		
	7.	The workshop held in Britain on in	ntergroup relations led to the establishment of		
		a) NTL	b) ALOKA		
		c) SRC	d) IIM		
	8.		•		
	8. 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		
	9.		by Kurt Lewin identifies to move		
		the equilibrium towards desired di			
		a) driving and restraining forces	b) strengths and weaknesses		
		c) opportunities and challenges	d) problems and goals		
			d by the culture of the client's organization for		
		effective implementation of OD In			
		a) True	b) False		
O 1D)	W 714:	the need for shores in an arraying	tion?	(05)	
Q.1B) Q.2A)		s the need for change in an organiza		(05)	
Q.2A)	Answer in one sentence. (Each of One marks)		(10)		
1. What is change management?					
	2. What are the forces of organizational change?				

	5. What is Process Consultation?	
	6. What is Job Enrichment?	
	7. What is QC?	
	8. Explain role negotiation?	
	9. What is Role Analysis Technique?	
	10. What is behaviour modeling?	
Q.2B)	Define the following terms.	(05)
	1. Organizational Diagnosis	
	2. Organizational Development	
Q.3A)	What are the pre-requisites for effective use of OD?	(10)
	OR	
Q.3A)	What are the various aspects to be taken into consideration for better consultant client relationship?	(10)
Q.3B)	Write short note on McKinsey's 7 S framework of Organizational Diagnosis.	(05)
Q.4A)	In your organization if you want to implement OD Intervention, What factors should be considered while planning and implementing an OD Intervention?	(10)
Q.4B)	Write short note on Managerial grid training.	(05)
	OR	
Q.4B)	Write short note on Kurt Lewin's three step model of change.	(05)