

Program: T.Y.B.M.S.

Semester: VI

Program Code: 2M00156

Course: Organisational Development

Course Code: 86007

Duration: 2 ½ Hours Examination Pattern: Autonomous-Rev16-External Max. Marks: 75

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

Examination:
REGULAR

Q. 1 A) Fill in the blanks with an appropriate answer from the alternatives given. [08]

(Any 08)

- What is uncertainty avoidance?
 - maintaining the status quo
 - trying out new things
 - taking risks
 - being creative
- How many phases are there in the process of organizational diagnosis?
 - 5
 - 7
 - 4
 - 6
- Reenergizing means to _____ in OD.
 - Recharge
 - Retrack
 - Refresh
 - Rebuild
- How to energize teams in an organization?
 - More of exercise
 - More food
 - More nutrition
 - Open culture
- BPR does not begin with any _____.

- a) Data collected from primary source b) Assumption
 c) Bench Marking d) Secondary data
- vi) Rapid technological changes can make an organization difficult to ____.
- a) Survive b) Change
 c) Operate d) Excel
- vii) In OD what do Change Agents do?
- a) Change agent focuses on development of the organization b) They help people change jobs
 c) They are vendors to the firm d) They keep changing roles
- viii) Homophile is the closeness between client and ____.
- a) Supplier b) Customer
 c) Agent d) Banker
- ix) One of the challenges in goal achievement?
- a) They are difficult to share with others b) They are not understood
 c) They are difficult to set d) Employee resistance
- x) One of the parameters for judging Organizational Effectiveness is Bias for ____.
- a) Action b) People
 c) Products d) Markets

B) State whether the following statements are true or false. (Any 07)

[07]

- i) Contractual relationships help to ensure successful implementation of plans.
 ii) Participant action research is not frequently used in OD.
 iii) Means only describe the average value.
 iv) The Retrenchment strategy consists of wide-ranging short-term actions.

- v) Resistance to change is always a struggle in workforces.
- vi) BPR is a one-time process.
- vii) System resource approach is concerned with the output side.
- viii) The creation of a T-group with willing participants would be an example of coercion.
- ix) Misrepresentation is likely to occur in the entering and contracting phases of planned change when the initial consulting relationship is being established.
- x) Visioning Tactics demonstrates the way ideas and values of the leader support strategic goals, beliefs, and values.

Q. 2 Answer the following.

- a) State the Principles of OD. [08]
- b) Explain the concept and role of OD Practitioner. [07]

OR

- c) What are Components of OD? [08]
- d) Discuss OD in global setting. [07]

Q. 3 Answer the following.

- a) What are the Levels of organizational diagnosis? [08]
- b) Discuss Change agent- role, types and skills required. [07]

OR

- c) State the Features of Business process Reengineering. [08]
- d) Explain the Techniques of Organizational Diagnosis. [07]

Q. 4 Answer the following.

- a) State the concept of OD Intervention and factors affecting success of Intervention. [08]
- b) Discuss the Advantages of OD Interventions. [07]

OR

- c) What are the Techniques of OD Interventions? [08]
- d) Explain Types of Intervention. [07]

Q. 5 A) Answer the following.

i) Discuss Value conflict and dilemma.

[08]

ii) What is Organization effectiveness?

[07]

OR

B) Short Note: (Any 3) (5 marks each)

[15]

i) Relevance of OD for Managers

ii) Organizational growth and its implication for change

iii) Features of OD Intervention

iv) Effectiveness v/s Efficiency

v) Issues faced in OD- Issues related to Client Relationship

-- X -- X --