

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - --Organization Change and Development

Course Code - HR401

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- M.SC.(MSJ)
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- M.SC.(ANCS)
- M.SC.(MM)
- B.A.(Eng)

Answer all the questions. Each question carry one mark.

9. 1. "Parent, adult, and child" – are three egos in:

Mark only one oval.

- McKinsey' 7s Model
- Force-Field Model
- Transactional Analysis Model
- None of these

10. 2. Role Analysis Technique (RAT) is the example of:

Mark only one oval.

- Individual intervention
- Team intervention
- Organisational intervention
- None of these

11. 3. Quality of Work Life (QWL) is related to:

Mark only one oval.

- Better workplace environment
- Employee stress management
- Both of these
- None of these

12. 4. Coordination is most important for groups performing:

Mark only one oval.

- Independent tasks
- Interdependent tasks
- Mutually exclusive tasks
- Self-regulatory tasks

13. 5. Organizational development as an intervention programme is basically a _____ approach.

Mark only one oval.

- Top-to-bottom
- Horizontal
- Bottom-to-top
- Parallel

14. 6. Which one of the following is not a stakeholder in an organizational development process?

Mark only one oval.

- Customers
- Suppliers
- Government agencies
- None of these

15. 7. Which of the following is not an organizational development intervention programme?

Mark only one oval.

- Team-building
- Survey feedback
- Leadership development
- All of these

16. 8. Functional structures help to create.....

Mark only one oval.

- Teamwork
- Specialization
- project work groups
- Multi-skilled employees

17. 9. Who coined the terms "Espoused Values" and "Values in Action"?

Mark only one oval.

- Eric Berne
- Edgar Schein
- Chrys Argyris
- Peter Senge

18. 10. Which one of these does not belong to the model of culture proposed by Edgar Schein?

Mark only one oval.

- Artefacts
- Shared Responsibility
- Espoused Values
- Shared Assumptions

19. 11.What is Cognitive Dissonance?

Mark only one oval.

- Stress due to cognitive overload
- Stress due to overwhelming discussions
- Anxiety due to arguments
- Stress due to perceived difference between what is and what a key belief about what should be happening

20. 12. Adult Learning Theory is also called

Mark only one oval.

- Pedagogy
- Andragogy
- Gynogogy
- Dynogogy

21. 13. Refreezing involves

Mark only one oval.

- movement to a new state
- retrograde to an old state
- making a new change permanent
- training employees for change

22. 14. What is not an advantage of a hierarchical structure?

Mark only one oval.

- Clear chain of command
- Quick response to change
- Discipline and stability
- Small span of control

23. 15. What of the following best describe action research?

Mark only one oval.

- A financial analysis tool used to evaluate the areas of the organization with the greatest potential for change
- A change process that focuses on the forces driving change and the forces restraining change
- A change process based on the systematic collection of data and then selection of a change action based on what the analyzed data indicate
- All of these

24. 16. ____ is a paradigm that values human and organizational growth, collaborative processes, and a spirit of inquiry

Mark only one oval.

- Organizational development
- Change management
- Action research
- Employee wellness

25. 17. ___ uses high-interaction group activities to increase trust and openness among team members.

Mark only one oval.

- Sensitivity training
- Process consultation
- Intergroup development
- Team building

26. 18. New performance 'appraisal systems' and incentives usage is part of

Mark only one oval.

- mobilize commitment
- consolidation of gains
- creating guiding coalition
- reinforcement of new programs

27. 19. Organisation establishes relationship between

Mark only one oval.

- People, work and resources
- Customer, work and resources
- People, work and management
- Customer, work and management

28. 20. Authority always flows from

Mark only one oval.

- Superior to subordinate
- Subordinate to superior
- Both Superior to subordinate and Subordinate to superior
- Horizontal

29. 21. 'No one on the organisation should have more than one boss' is a statement of

Mark only one oval.

- Principle of specialization
- Principle of authority
- Principle of unity of command
- Principle of span of control

30. 22. The following is not a principle of organisation_____

Mark only one oval.

- Principle of exception
- Principle of balance
- Principle of complexity
- Principle of co-ordination

31. 23. As per the principle of balance, there should be balance between

Mark only one oval.

- The activities
- Authority and responsibility
- Standardisation of procedures and flexibility
- All of these

32. 24. The following is not a type of organisation structure

Mark only one oval.

- Line organisation
- Functional organisation
- Line and staff organisation
- Flexible organisation

33. 25. In line organisation, the business activities are divided into following three types

Mark only one oval.

- Accounts, Production, Sales
- Production, Quality, Sales
- Production, Quality, Maintenance
- Production, Maintenance, Sales

34. 26. In which of the following organisation structure, each specialist is supposed to give his functional advice to all other foremen and workers?

Mark only one oval.

- Line organisation
- Functional organisation
- Line and staff organisation
- Matrix

35. 27. Which organisation structure is generally followed by big steel plants?

Mark only one oval.

- Line organisation
- Functional organisation
- Line and staff organisation
- Matrix

36. 28. Departmentation is a process where

Mark only one oval.

- Tasks are grouped into jobs
- Jobs are grouped into effective work groups
- Work groups are grouped into identifiable segments
- All of these

37. 29. 360° performance appraisal is carried out by:

Mark only one oval.

- Self-Appraisal
- Peers and Subordinates
- Supervisors
- All of these

38. 30. Brain Storming Technique was developed by

Mark only one oval.

- A.F. Osborn
- Eric Mason
- Denial Fitman
- M. Lippitt

39. 31. The process model of organizational change was proposed by:

Mark only one oval.

- A.S. Ackerman
- W.W. Burke
- Kurt Lewin
- R.E. Walton

40. 32. "Hawthorne Experiments" were conducted by:

Mark only one oval.

Elton Mayo

Henry Fayol

F.W. Taylor

Max Weber

41. 33. Scientific Management approach is developed by:

Mark only one oval.

Elton Mayo

Henry Fayol

F.W. Taylor

A.H. Maslow

42. 34. Which of the following theories is proposed by Clayton Alderfer?

Mark only one oval.

Theory X and Theory Y

Hierarchy of Needs

ERG Theory

Two Factor Theory

43. 35. Who is regarded as the father of Group Dynamics?

Mark only one oval.

- ZaiGarnik
- Kurt Lewin
- Kreechfield
- Tannenbaum

44. 36. According to the Blake and Mouton's Managerial Grid®, an individual's style can best be described as which of the following?

Mark only one oval.

- The way he or she dresses
- His or her degree of concern for production and people
- The area she or she lives
- The area he or she enjoys

45. 37. Which answer below best describes the key objective(s) of OD?

Mark only one oval.

- To improve planning based on strategy and clear logic
- To restructure based on management's account of the problem
- To help organizations achieve greater effectiveness
- To help people in distress

46. 38. The change which is discontinuous and radical is termed as –

Mark only one oval.

- Planned
- Unplanned
- Second order
- First order

47. 39. The Managerial Grid was developed by

Mark only one oval.

- Robert Blake& Mouton
- Tannenbaum
- Schein
- Lewin

48. 40. In Planned Change Model the first stage is

Mark only one oval.

- Changing
- Unfreezing
- Refreezing
- Growth

49. 41. The famous two factor theory was developed by

Mark only one oval.

- McGregor
- Lewin
- Drucker
- Herzberg

50. 42. In Managerial Grid Approach the point 9.1 is denoted by -

Mark only one oval.

- Country Club Management
- Integrated Team Management
- Autocratic Management
- Middle of the Road Management.

51. 43. The Role Negotiation technique was developed by

Mark only one oval.

- Tannenbaum
- Dayal & Thomas
- Lewin
- Schein

52. 44. The famous SMART objective is related to

Mark only one oval.

- MBO
- Transactional Analysis
- Process consultation
- Sensitivity Training.

53. 45. Who developed Socio Technical Systems theory?

Mark only one oval.

- Tannenbaum
- Bertalanffy
- Schein
- Lewin

54. 46. The change which is Continuous and moderate is termed as –

Mark only one oval.

- Planned
- Unplanned
- First order
- Second order

55. 47. Match the appropriate sequence -

Mark only one oval.

- Changing, Refreezing, Unfreezing.
- Unfreezing, Changing, and Refreezing.
- Refreezing, Changing, and Unfreezing.
- Unfreezing, Refreezing, and Changing.

56. 48. The Development of organizational climate and its impact on people as well as on organizational effectiveness is best described as

Mark only one oval.

- MBO
- QWL
- Management games
- Process Consultation.

57. 49. The famous MBO Technique was propounded by

Mark only one oval.

- McGregor
- Lewin
- Herzberg
- Drucker

58. 50. In Managerial Grid Approach the point 9.9 is denoted by -

Mark only one oval.

- Country Club Management
- Autocratic Management
- Integrated Team Management
- Middle of the Road Management.

59. 51. The three ego states and their interaction with each other are described in

Mark only one oval.

- MBO
- Transactional Analysis
- Process consultation
- Sensitivity Training

60. 52. The technique in which superiors along with subordinates jointly sit together to identify key result areas and then try to build a consensus on issue based problem is termed as

Mark only one oval.

- MBO
- Transactional Analysis
- Process consultation
- Sensitivity Training.

61. 53. The change which is discontinuous and radical is termed as –

Mark only one oval.

- Planned
- Unplanned
- Second order
- First order

62. 54. In Planned Change Model the first stage is

Mark only one oval.

- Changing
- Unfreezing
- Refreezing
- None of these

63. 55. The famous model of planned change was given by –

Mark only one oval.

- Tannenbaum
- Schein
- McGregor
- Lewin

64. 56. The change which is Continuous and moderate is termed as –

Mark only one oval.

- Planned
- Unplanned
- First order
- Second order

65. 57. Match the appropriate sequence -

Mark only one oval.

- Changing, Refreezing, Unfreezing.
- Unfreezing, Changing, and Refreezing.
- Refreezing, Changing, and Unfreezing.
- Unfreezing, Refreezing, and Changing.

66. 58. Which of the following is On Job training?

Mark only one oval.

- Lecture
- Case study
- Vestibule training
- Management Game

67. 59. Programmed Instructions comes in _____

Mark only one oval.

- Printed Forms i.e. Books
- Interactive Video
- Both Printed Forms i.e. Books and Interactive Video
- None of these

68. 60. Which of the following is not a type of Role Play?

Mark only one oval.

- Single Role Play
- Multiple Role Play
- Double Role Play
- Job Rotation

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