



## BRAINWARE UNIVERSITY

Course – MBA

Organizational Development (HR402)

(Semester – 4)

**Time allotted: 3 Hours**

**Full Marks: 70**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group –A

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*
  - (i) The change which is discontinuous and radical is termed as –
    - a. Planned
    - b. Unplanned
    - c. Second order
    - d. First order
  - (ii) The Managerial Grid was developed by
    - a. Robert Blake & Mouton
    - b. Tannenbaum
    - c. Schein
    - d. Lewin
  - (iii) In Planned Change Model the first stage is
    - a. Changing
    - b. Unfreezing
    - c. Refreezing
    - d. None of these
  - (iv) Adequate and fair compensation is an important component in
    - a. MBO
    - b. Management Games
    - c. QWL
    - d. Process Consultation.
  - (v) The famous two factor theory was developed by
    - a. McGregor
    - b. Lewin
    - c. Drucker
    - d. Herzberg
  - (vi) In Managerial Grid Approach the point 9.9 is denoted by -
    - a. Country Club Management
    - b. Integrated Team Management
    - c. Autocratic Management
    - d. Middle of the Road Management.
  - (vii) The famous model of planned change was given by –

- a. Tannenbaum
  - b. Schein
  - c. McGregor
  - d. Lewin
- (viii) The Role Negotiation technique was developed by
- a. Tannenbaum
  - b. Dayal & Thomas
  - c. Lewin
  - d. Schein
- (ix) The famous SMART objective is related to
- a. MBO
  - b. Transactional Analysis
  - c. Process consultation
  - d. Sensitivity Training.
- (x) Who developed Socio Technical Systems theory?
- a. Tannenbaum
  - b. Bertalanffy
  - c. Schein
  - d. Lewin

**Group – B**

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

- 2. Explain characteristics of OD. [5]
- 3. Explain qualities of change agent. [5]
- 4. Explain characteristics of an effective team. [5]
- 5. Explain types of change. [5]
- 6. Explain the process of Role Analysis. [5]

**Group – C**

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

- 7. Discuss Kurt Lewin’s model of planned change. [15]
- 8. Explain QWL strategy applied in organizations. [15]
- 9. Explain Action Research Model. [15]
- 10. “T Group training is an important OD intervention.” – Elucidate. [15]
- 11. (a) Describe typology of OD Interventions. [8]
- (b) Explain how Consultant Client relationship can be improved? [7]