BRAINWARE UNIVERSITY

Term End Examination 2024-2025
Programme – MBA-2022/MBA-2023
Course Name – Organization Change and Development
Course Code - HR401
(Semester IV)

Full Marks : 60   **Time : 2:30 Hours**

[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)   1 x 15=15

1.   *Choose the correct alternative from the following :*

(i)   Which of the following stage of Lewin's change model is resistant to change?

   a) Unfreezing   b) Movement
   c) Refreezing   d) All of them

(ii)   Which one of the following activities involves in "motivating change" for effective change management?

   a) Creating readiness for change   b) Describe the core ideology
   c) Assessing change agent power   d) Activity planning

(iii)   Functional structures help to create _____.

   a) Teamwork   b) Specialization
   c) project work groups   d) Multi-skilled employees

(iv)   What is Cognitive Dissonance?

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

(v)   Refreezing involves _____.

   a) movement to a new state   b) retrograde to an old state
   c) making a new change permanent   d) training employees for change

(vi)   _____ is a paradigm that values human and organizational growth, collaborative processes, and a spirit of inquiry.

   a) Organizational development   b) Change management
   c) Action research   d) Employee wellness

(vii) Classify the process of dividing the work into departments.

   a) Departmentation   b) Organisation structure
   c) Committee   d) Group

(viii) Choose the appropriate sequence -

a) Changing, Refreezing, Unfreezing.   b) Unfreezing, Changing, and Refreezing.
c) Refreezing, Changing, and Unfreezing.   d) Unfreezing, Refreezing, and Changing.

(ix) Choose 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 _____.

a) MBO   b) Transactional Analysis
c) Process consultation   d) Sensitivity Training.

(x) _____ is a systematic approach to understand and describing state of the organization.

a) Organization intervention   b) Organisation renewal
c) Organization development   d) Organization diagnosis

(xi) Select which of the following would most likely provide employees with information about career options within an organization.

a) Interest inventories   b) Performance appraisals
c) Career planning workshops   d) Assessment centers

(xii) Select which of the following approaches of team building is based on the belief that each person possesses positive and negative characteristics that must be owned up to a permitted expression.

a) Process approach   b) Gestalt approach
c) Role analysis approach   d) Parallel learning structure approach

(xiii) Select which of the following is not a stage of team development in an organization.

a) Forming   b) Norming
c) Storming   d) Deforming

(xiv) Choose which one of the following is NOT type of interpersonal relationships and group dynamics?

a) Communication   b) Process consultation
c) Third-party intervention   d) Team building

(xv) Decide, which answer below best defines the main orientation of OD.

a) Improving organizational training   b) Improving organizational effectiveness
c) Improving organizational structure   d) Improving organizational management

Group-B
(Short Answer Type Questions)   3 x 5=15

2. Illustrate types of change.   (3)
3. Define the human resource development process with examples.   (3)
4. Illustrate SMART objectives of MBO.   (3)
5. Explain problems in OD intervention.   (3)
6. Compare Organization development and Organizational Change.   (3)

OR

Compare planned and unplanned change.   (3)

Group-C
(Long Answer Type Questions)   5 x 6=30

7. Illustrate the process of team development.   (5)
8. Explain how external and internal change agents differ in their roles.   (5)
9. Discuss the Gestalt approach to team building.   (5)
10. Explain Transactional Analysis and its application in today's organisation.   (5)
11. Explain how learning organizations interventions impacts OD.   (5)
12. Evaluate the action research process model in OD.   (5)

OR

Evaluate the process of T–group training in building an effective team.   (5)