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# BRAINWARE UNIVERSITY

**Term End Examination 2023**  
**Programme – MBA-2019/MBA-2020/MBA-2021**  
**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) Mention the group which participates in sensitivity training is known as:
  - a) training group or T group
  - b) sensitive group
  - c) transactional group
  - d) conflicting group
- (ii) Identify Role Analysis Technique (RAT) is the example of:
  - a) Individual intervention
  - b) Team intervention
  - c) Organisational intervention
  - d) None of these
- (iii) Besides, Unfreezing, the other two stages in Kurt Lewin's change model are:
  - a) Moving
  - b) Refreezing
  - c) Neither (a) nor (b)
  - d) Both (a) and (b)
- (iv) Which of the following stage of Lewin's change model is resistant to change?
  - a) Unfreezing
  - b) Movement
  - c) Refreezing
  - d) All of them
- (v) A person who initiates, stimulates, or facilitates a change program is called:
  - a) Organization development manager
  - b) Organization development practitioner
  - c) Organization development stimulator
  - d) Organization development facilitator
- (vi) Name the small group of employees who meet voluntarily to identify and solve productivity problem is a:
  - a) Quality circle
  - b) Sensitivity group
  - c) Works Committee
  - d) None of these
- (vii) Select which of the following is not a way of overcoming resistance to change
  - a) Incentives
  - b) Bullying and harassing people
  - c) Education and communication
  - d) Coercion
- (viii) Select which of the following is not a road block to team progress in an organization
  - a) Insufficient training
  - b) Lack of planning
  - c) Incompatible rewards and compensation
  - d) Sufficient training

- (ix) Select which of the following is not a part of the forming stage of team development in an organization
- a) Team's purpose  
b) Member's role  
c) Acceptance of roles  
d) Hostilities and Personal needs
- (x) Select during the 'Norming' stage of Team development in an organization, \_\_\_\_\_ and \_\_\_\_\_ relationships get established among team members.
- a) Formal, informal  
b) Informal, normal  
c) Formal. Abnormal  
d) Informal, hate
- (xi) Coordination is most important for groups performance known as
- a) Independent tasks  
b) Interdependent tasks  
c) Mutually exclusive tasks  
d) Self-regulatory tasks
- (xii) Which one of the following is not a stakeholder in an organizational development process?
- a) Customers  
b) Suppliers  
c) Government agencies  
d) None of these
- (xiii) Which of the following methods is adopted when there is a high uncertainty in the external environment?
- a) Contingency approach  
b) System design approach  
c) Data-driven approach  
d) None of these
- (xiv) Interpret OD intervention seminars being conducted in the organizations help to
- a) Improve overall efficiency  
b) improve productivity  
c) improve morale of the employees  
d) all of the above
- (xv) Choose which one of the following identities related to organization characteristic?
- a) Congruence  
b) Goal specify  
c) Commitment  
d) Performance

#### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Illustrate beliefs, values, and assumptions of OD (3)
3. Interpret Role Analysis and its use. (3)
4. Evaluate characteristics of OD (3)
5. What is Organizational Change? Explain different parties involved in it? (3)
6. Appraise consultant – client relationship in OD. (3)

OR

Evaluate process consultation process model in OD. (3)

#### Group-C

(Long Answer Type Questions)

5 x 6=30

7. Discuss family group team building meeting (5)
8. Analyse various theories about the sources of social power and their influence in OD process (5)
9. Explain the organisational environment and its significances in studying the organisational Development (5)
10. Evaluate the future of OD (5)
11. What are the implications of OD for the client system? (5)
12. Critically evaluate some of the cross-cultural experiences of organisational culture and change in the present scenario (5)

OR

"Action Research is cyclical and iterative." Evaluate What are the different varieties of Action Research? (5)

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