



BRAINWARE UNIVERSITY

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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) Choose the process model of organizational change was proposed by:
 - a) A.S. Ackerman
 - b) W.W. Burke
 - c) Kurt Lewin
 - d) R.E. Walton
- (ii) Choose which answer below best describes the key objective(s) of OD?
 - a) To improve planning based on strategy and clear logic
 - b) To restructure based on management's account of the problem
 - c) To help organizations achieve greater effectiveness
 - d) To help people in distress
- (iii) Which of the following stage of Lewin's change model is resistant to change?
 - a) Unfreezing
 - b) Movement
 - c) Refreezing
 - d) All of them
- (iv) Select which of the following best explains why the career development field has experienced significant change in recent decades
 - a) More college graduates pursue careers with non-profit organizations.
 - b) Self-employment is a preferred career path for professionals.
 - c) Career paths are less structured and predictable.
 - d) Job security is an important career element
- (v) 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
- (vi) 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

- (vii) Mention which of the following are the conflict controlling strategies EXCEPT:
- a) Prevent the ignition of conflict
 b) Set limits on the form of the conflict
 c) Help the parties cope differently with the consequences of the conflict
 d) Highlighting the basic issues causing the conflict
- (viii) Which one of the following is the part of contemporary action research?
- a) Choose positive objective
 b) Problem identification
 c) Joint action planning
 d) Unfreezing
- (ix) Point out the aim of Job design is to improve
- a) Job satisfaction
 b) Job interview
 c) Job analysis
 d) Job profile
- (x) "How can one increase 'ownership' of the task?" This question is asked in which step of job enrichment?
- a) Making a thorough diagnosis of the situation
 b) Forming natural work units
 c) Establishing organizational relationships
 d) Combining tasks
- (xi) Choose organization Change can be divided in
- a) Individual
 b) group
 c) organization
 d) all of the above
- (xii) 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
- (xiii) Predict which one of these contributions is not credited to Kurt Lewin?
- a) Force Field Analysis
 b) Action Research
 c) Unfreeze-Move-Freeze model
 d) Transactional Analysis
- (xiv) Express what is Cognitive Dissonance?
- a) Stress due to cognitive overload
 b) Stress due to overwhelming discussions
 c) Anxiety due to arguments
 d) Stress due to perceived difference between what is and what a key belief about what should be happening
- (xv) Classify Adult Learning Theory is also called
- a) Pedagogy
 b) Andragogy
 c) Gynogogy
 d) Dynogogy

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Reproduce purposes of team building? (3)
3. Describe transaction analysis (3)
4. Illustrate types of change (3)
5. Explain method of sensitivity training. (3)
6. Appraise consultant – client relationship in OD. (3)

OR

Apprise structural interventions. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Illustrate the process of team development. (5)
8. Evaluate Action Research Process model in OD. (5)
9. Categorize the causes of opposing changes. (5)
10. Explain various phases of OD programme being conducted in your organisation or the organisation you are familiar with (5)
11. List out the benefits of OD programme's to the organization (5)

12. Evaluate conflict resolution process

(5)

OR

Evaluate the process of T – Group training in building effective team.

(5)
