



BRAINWARE UNIVERSITY

Term End Examination 2023-2024 Programme – MBA-2022 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? b) Movement a) Unfreezing d) All of them c) Refreezing (ii) A person who initiates, stimulates, or facilitates a change program is called: b) Organization development practitioner a) Organization development manager d) Organization development facilitator c) Organization development stimulator (iii) 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 (iv) Which one of the following is the part of contemporary action research? b) Problem identification a) Choose positive objective d) Unfreezing c) Joint action planning (v) Refreezing involves b) retrograde to an old state a) movement to a new state c) making a new change permanent d) training employees for change (vi) What is not an advantage of a hierarchical structure? b) Quick response to change a) Clear chain of command d) Small span of control c) Discipline and stability (vii) The word action in the phrase "action research" refers to

a) The use made of the findingsc) The process of collecting data.

greatest potential for change

(viii) What of the following best describe action research?

 a) A financial analysis tool used to evaluate the areas of the organization with the b) The fact that the teacher is the researcher

b) A change process that focuses on the

forces driving change and the forces

d) the process of analyzing data

restraining change

	c) A change process based on the systematic collection of data and then selection of a change action based on what the analyzed	All of these	
(ix)	data indicate is a paradigm that values human and org processes, and a spirit of inquiry	ganizational growth, collaborative	
(x)	a) Organizational development c) Action research uses high-interaction group activities to	b) Change management d) Employee wellness increase trust and openness among	
(^,	team members.		
(xi)	 a) Sensitivity training c) Intergroup development Select which of the following best explains why experienced significant change in recent decade 	 b) Process consultation d) Team building the career development field has 	
	a) More college graduates pursue careers with non-profit organizations.	 b) Self-employment is a preferred caree for professionals. 	•
	c) Career paths are less structured and predictable.	d) Job security is an important career el	lement
(xii)	Select which of the following would most likely about career options within an organization	provide employees with information	
(xiii)	 a) Interest inventories c) Career planning workshops Select which of the following approaches of tea each person possesses positive and negative ch permitted expression. 		
(xiv)	a) Process approachc) Role analysis approachSelect which of the following is not a way of ov	b) Gestalt approach d) Parallel learning structure approach ercoming resistance to change	
(xv)	a) Incentivesc) Education and communicationthe assessment intended to discover interventi	b) Bullying and harassing people d) Coercion on outcomes may be called .	
	a) Evaluation feedback c) Reliability feedback	b) Diagnosis feedback d) Institutionalization feedback	
	Grou	ıр-B	
	(Short Answer T	ype Questions)	3 x 5=15
 Explain the ways by which resistance to change can be overcome. Describe what is Total Quality Management. Describe the organizational life cycle. Illustrate beliefs, values, and assumptions of OD Apprise structural interventions. 			(3) (3) (3) (3)
Α	O ssess different tactics that influence organization	R n development of any organization.	(3)
	Gro	up-C	
	(Long Answer T	•	5 x 6=30
8. 9.	People have varied sets of reactions when confr Explain how external and internal change agent: Analyse informal components of Organizational Discuss the Gestalt approach to team building.	s differ in their roles.	(5) (5) (5) (5)

11. Illustrate an organisation where culture change has taken place. What steps could be taken to close cultural gaps?
12. Is it right that social, cultural and technological changes pave the way to organisational change? Evaluate

OR

Evaluate socio-technical systems theory in the context of OD.

(5)