

- c) A change process based on the systematic collection of data and then selection of a change action based on what the analyzed data indicate
- d) All of these
- (ix) _____ 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
- (x) _____ uses high-interaction group activities to increase trust and openness among team members.
- a) Sensitivity training b) Process consultation
c) Intergroup development d) Team building
- (xi) 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
- (xii) 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
- (xiii) 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
- (xiv) 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
- (xv) the assessment intended to discover intervention outcomes may be called _____.
- a) Evaluation feedback b) Diagnosis feedback
c) Reliability feedback d) Institutionalization feedback

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Explain the ways by which resistance to change can be overcome. (3)
3. Describe what is Total Quality Management. (3)
4. Describe the organizational life cycle. (3)
5. Illustrate beliefs, values, and assumptions of OD (3)
6. Apprise structural interventions. (3)

OR

Assess different tactics that influence organization development of any organization. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. People have varied sets of reactions when confronted with change. Evaluate (5)
8. Explain how external and internal change agents differ in their roles. (5)
9. Analyse informal components of Organizational Culture. (5)
10. Discuss the Gestalt approach to team building. (5)

11. Illustrate an organisation where culture change has taken place. What steps could be taken to close cultural gaps? (5)

12. Is it right that social, cultural and technological changes pave the way to organisational change? Evaluate (5)

OR

Evaluate socio-technical systems theory in the context of OD. (5)
