**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN) 2019**

**DHR 204: ORGANISATIONAL CHANGE AND DEVELOPMENT**

**Time: 3 Hours Total Marks: 70**

*The figures in the right-hand margin indicate marks for the individual question.*

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1. Answer the following questions: 1x3=3

1. MBO was first popularised by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Which one of the following is not an emotional phase that people experience when going through change?
3. Denial
4. Resistance
5. Exploration
6. Freezing
7. OD interventions can be at the
8. individual or intra-personal level
9. dyadic level
10. group level
11. all of the above

2. Answer **any six** of the following questions: 2x6=12

1. What is shared vision?
2. What are the features of organisational change?
3. Define unfreezing.
4. What is total quality management?
5. What are informal groups?
6. Explain the methods of organisational analysis.
7. What is evaluation feedback?

3. Answer **any five** of the following questions: 5x5=25

1. Explain the key benefits of MBO.
2. What is capacity for change?

**P.T.O.**

1. Why are quality circles formed?
2. ‘OD is not a micro approach to change.’ Comment.
3. Explain the phases of planned change.
4. What are team building interventions?
5. Explain overcoming resistance to change.

4. Explain **any three** of the following questions: 3x10=30

1. What are some of the key principles to remember when considering MBO as a possible intervention activity?
2. What is Organisational Development? Describe various stages of Organisational Development, with suitable examples.
3. What are the internal and external factors which force an organization to implement change process?
4. Explain any two individual intervention techniques for organisational development?
5. Identify and explain individual level resistance factors and organizational level resistance factors which restrain the implementation of change process.
6. Describe the survey feedback technique as an OD Intervention aimed at improving group process.
7. What are the key factors to be considered while implementing a successful change program?

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