1. **Answer any five questions: 5x5=25**
2. Explain the various steps in managing change.
3. Explain life and career planning.
4. Why are quality circles formed?
5. What are the benefits of resistance?
6. Explain the phases of planned change.
7. What are team building interventions?
8. Explain emotional responses to change process.
9. **Answer any three questions: 3x10=30**
10. Explain Kurt Lewins’ three step change process and the types of constraints in each of these stages.
11. What is Organisational Development? Describe various stages of Organisational Development, with suitable examples.
12. Identify and explain the external factors forcing an organization to implementchange process.
13. Explain any two individual intervention techniques for organisational development.
14. Why is MBO regarded as an OD intervention technique?
15. What is resistance to change? Explain atleast six ways of overcoming resistance to change.
16. Discuss the importance of OD interventions in an organization?

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**SEMESTER END EXAMINATION AUT 21 & SPR 22**

**DIPHRD / DHR 204: ORGANIZATIONAL CHANGE AND DEVELOPMENT**

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

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

*-----------------------------------------------------------------------------------*

1. **Answer the following questions: 1x3=3**
2. Individually oriented intervention techniques exclude:
   1. Life and career planning programs
   2. Training activities
   3. Sensitivity training
   4. Team building
3. In Custodial organization model, managerial orientation is:
   1. Team work
   2. Production
   3. Money
   4. Manpower
4. The organizational diagnosis means:
   1. To identify strengths, weaknesses problem areas
   2. To find out discrepancies, between vision and desired future and current situations
   3. both ‘A’ and ‘B’
   4. None of the above
5. **Answer any six questions: 2x6=12**
6. What is team building?
7. What are the features of organisational change?
8. What is total quality management?
9. What is crisis management?
10. What are informal groups?
11. Explain the methods of organisational analysis.
12. What is evaluation feedback?

P.T.O

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