**TU/CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN) 2023**

**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.*

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1. Answer the following questions: 1x3=3

1. MBO requires the involvement of superiors and \_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_ is actually the process of preparing the system for change through disconfirmation of the old practices, attitudes, tendencies, or behaviours.
3. Unfreezing
4. Movement to a new state
5. Refreezing
6. Conformity

c) Blake and Mouton display the relationship between the production

and people on a \_\_\_ by \_\_grid.

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

1. What is organisational development intervention?
2. What are the features of organisational change?
3. Define work redesign.
4. What is total quality management?
5. What are task groups?
6. Explain the methods of organisational analysis
7. What is evaluation feedback?

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

1. Explain the key benefits of MBO.
2. What is shared vision?
3. Why are quality circles formed?
4. ‘OD is not a micro approach to change.’ Comment.
5. Explain the phases of planned change.
6. What are team building interventions?
7. Compare and contrast planned versus unplanned change.

**P.T.O**.

4. Answer **any three** questions from the following: 3x10=30

1. Define Organisational Development and briefly describe various stages of Organisational Development, with suitable examples.
2. Outline the strategies to overcome the resistance to the change process and its benefits to the organization.
3. What is the difference between a sensitivity training and a team building intervention?
4. Identify and explain individual level resistance factors and organizational level resistance factors which restrain the implementation of change process.
5. Describe the survey feedback technique as an OD Intervention aimed at improving group process.
6. Describe the various emotional responses to change process.

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