**TU/CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (SPRING), 2024**

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

***Total Marks: 70 marks*** ***Time: 3 hours***

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

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1.Fill in the blanks

a) Any two organisation diagnostic models are \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_. **2**

b) Most change management processes contain the given three phases. They are preparing for change, \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_. **2**

c) Managing resistance is possible through \_\_\_\_\_\_ and \_\_\_\_\_\_. **2**

d) Two benefits of confrontation meeting are \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_. **2**

e) The quality circle group will ideally consists of \_\_\_\_\_ to 10 members but it should never be less than 5 or more than \_\_\_\_\_ in number. **2**

2. Write short answers: **5x6=30**

1. Briefly discuss the Open Systems model. Why is it significant?
2. What are the elements of confrontation meeting?
3. Briefly discuss any two OD practitioner styles.
4. What are the three phases of Transorganizational development?
5. Give five features of Quality of Work Life.
6. What do you mean by Role Analysis Technique and Role Negotiation Technique?

3. a) Discuss briefly some ethical guidelines that an OD professional must follow. **10**

OR

b) Why should you develop an Action Plan? How to write an Action Plan?  **5+5=10**

4. Define organisational change. What are the types of change? When do we realize the need for change? **2+4+4=10**

5. Discuss with diagram the five managerial styles in the Grid Organisation Development. **10**

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