REV-01
MBA/49/55

2025/11

SET A

MASTER OF BUSINESS ADMINISTRATION
THIRD SEMESTER
ORGANIZATIONAL CHANGE AND DEVELOPMENT
MBA – 305B
[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs. **Full Marks: 70**

Objective

Time: 30 mins. **Marks: 20**

Choose the correct answer from the following: ***1×20=20***

1. Organization Development can also be called as a process;-
   a. For performance appraisal
   b. For change of people
   c. For teaching people how to solve the problem
   d. All of the above

2. OD values generally tend to be:
   a. Humanistic
   b. Democratic
   c. Optimistic
   d. All of the above

3. Who is considered to be the father of Six Sigma?
   a. Bill Smith
   b. Deming
   c. George Litwin
   d. Jane Mouton

4. People's perceptions and attitudes about the organization represent:
   a. Organizational Behavior
   b. Organizational Climate
   c. None of the above
   d. Both a and b

5. Sociotechnical Systems theory was developed by:
   a. Eric Trist
   b. Fred Emery
   c. Eric Trist and Fred Emery
   d. Eric Trist, Fred Emery and Rensis Likert

6. The OD Practitioner plays the role of a.....
   a. Facilitator
   b. Educator
   c. None of the above
   d. Both a and b

7. Systems Theory views organizations as..... systems.
   a. Open
   b. Close
   c. Both a and b
   d. It is situational

8. A scientific approach to study and then solving organizational issues experienced by an organization is called.....
   a. Action research
   b. Applied research
   c. Pure research
   d. None of the above

9. Which of the following is not an organizational development intervention programme?
   a. Team-building
   b. Survey feedback
   c. Leadership development
   d. None of the above

10. Which of the following is not a "core" competency of an OD practitioner?
   a. Intrapersonal skills
   b. Interpersonal skills
   c. General consultation skills
   d. Financial management skills

11. OD process is cyclical and ends, when:
   a. Desired development result is obtained
   b. Plan is implemented
   c. Data is gathered
   d. Problem is identified

12. Team MBO is an intervention designed to improve the effectiveness of.....
   a. Total Organization
   b. Teams
   c. Both a and b
   d. None of the above

13. RAT stands for:
   a. Role Adequacy Technique
   b. Role Analysis Technique
   c. Role Appreciation Technique
   d. Role Appraisal Technique

14. As a result of OD intervention, the result obtained is a:
   a. Win-win situation
   b. Win – lose situation
   c. Lose-lose situation
   d. None of the above

15. The organizational diagnosis means:
   a. To identify strengths, weaknesses problem areas
   b. To find out discrepancies, between vision and desired future and current situations
   c. Both a and b
   d. None of the above

16. Which of the following statements best describes Six Sigma?
   a. A quality control program
   b. A process improvement methodology
   c. A customer satisfaction initiative
   d. A human resource management strategy

17. Which of the following is not a phase of the Six Sigma?
   a. Define
   b. Measure
   c. Analyze
   d. Implement

18. Which of the following is not an attribute of Quality Circle?
   a. It is a form of participation management
   b. It is a human resource development technique
   c. It is a problem-solving technique
   d. It is not a human resource development technique

19. Equilibrium is a.....
    a. Imbalance of power
    b. Dynamic force
    c. Status quo
    d. A paradigm shift

20. Driving forces are interested in.....
    a. Status quo
    b. Achieving success
    c. Causing change
    d. Argue with workers

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Descriptive

Time : 2 Hr. 30 Mins. **Marks : 50**

[Answer question no.1 & any four (4) from the rest]

1. Define organization development and explain its characteristics. 3+7=10

2. Explain Kurt Lewin's theory of change with an example. 7+3=10

3. Discuss any one structural intervention with example. 10

4. Explain the Action Research model. 10

5. Write notes on the following: 5+5=10
   a) Transactional analysis
   b) Johari Window

6. a) Discuss five competencies of OD practitioners. 5+5=10
   b) Explain Role Negotiation technique.

7. Discuss the following; 5+5=10
   a) Roles of OD practitioners.
   b) Future challenges of OD

8. Write a note on: 5+5=10
   a) Six-sigma.
   b) Diagnostic strategies.

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