

**MASTER OF BUSINESS ADMINISTRATION  
THIRD SEMESTER  
MANAGEMENT & ORGANIZATIONAL DEVELOPMENT  
MBA-305 B**

Duration: 3 Hrs.

Marks: 70

PART : A (OBJECTIVE) = 20  
PART : B (DESCRIPTIVE) = 50

**[ PART-B : Descriptive ]**

Duration: 2 Hrs. 40 Mins.

Marks: 50

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

1. Define Organization Development. What are the characteristics of Organization Development? (3+7=10)
2. What do you mean by Organization Development Intervention? What is Techno Structural Intervention? Discuss three Techno Structural Interventions. (2+2+6=10)
3. Discuss the process of Organization Development. (10)
4. What are the three levels of work group? Distinguish between work groups and teams. (3+7=10)
5. Explain the Johari Window Model. (10)
6. What do you mean by OD Practitioner? What are the types of OD Practitioner? Discuss the competencies required for an OD Practitioner. (2+2+6=10)
7. Write down the challenges of OD. (10)
8. What do you mean Management by Objectives? What is the main principle of Management by Objectives? Define Quality Circles. Write down the objectives and key features of Quality Circles. (2+1+2+5=10)

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**[ PART-A : Objective ]**

**Choose the correct answer from the following :**

**1×20=20**

1. Organization development is a systematic process to enhance:
  - a. Individual effectiveness
  - b. Organizational effectiveness
  - c. Employees' competencies
  - d. Both a and b
2. Organization development has:
  - a. Seven characteristics
  - b. Five characteristics
  - c. Ten characteristics
  - d. None of these
3. OD values tend to be humanistic, optimistic and:
  - a. autocratic
  - b. democratic
  - c. bureaucratic
  - d. intrinsic
4. The vision and mission should be in line with:
  - a. Organization's values
  - b. Organization's objective
  - c. Organization's goals
  - d. None of these
5. A group of two or more individuals who work together temporarily to achieve some goal is known as:
  - a. Team
  - b. Work group
  - c. Quality circle group
  - d. None of these
6. In a group where each person is assigned a job and is closely supervised by a boss is called:
  - a. Independent level work group
  - b. Interdependent level work group
  - c. Dependent level work group
  - d. All of these
7. The final stage of team development is:
  - a. Norming
  - b. Forming
  - c. Performing
  - d. Storming
8. Interventions means a set of planned, sequenced and:
  - a. Logical events
  - b. Chronological events
  - c. Technological event
  - d. Systematic event
9. T-Group is a type of:
  - a. Technostructural interventions
  - b. Team building intervention
  - c. Strategic intervention
  - d. Human process intervention
10. The intervention that reduces cost and bureaucracy by downsizing the size of the organization through personnel layouts is known as:
  - a. Process consultation
  - b. Downsizing
  - c. Performance appraisal
  - d. Reengineering
11. RAT stands for:
  - a. Role Analysis Technique
  - b. Regular Analysis Technique
  - c. Role Appraisal Technique
  - d. None of these
12. MBO helps employees to set and achieve their:
  - a. Team goal
  - b. Organizational goal
  - c. Personal goal
  - d. All of these
13. The second area of diagnosis involves the:
  - a. Departments
  - b. Products
  - c. Divisions
  - d. Organizational processes
14. Providing feed back to practitioners and organization members about the progress and impact of interventions is known:
  - a. Institutionalization
  - b. Evaluation
  - c. Congruence
  - d. None of these

15. The four Johari Window perspectives are known as:
  - a. Area
  - b. Quadrants
  - c. Arena
  - d. None of these
  
16. Quality circle is a small volunteer group of six to twelve employees doing:
  - a. Different kind of work
  - b. Similar kind of work
  - c. Quality related work
  - d. All of these
  
17. OD practitioners who are brought from outside the organization as OD specialists are referred as:
  - a. External practitioners
  - b. Internal practitioners
  - c. Consultants
  - d. Both a and c
  
18. Hard OD refers to:
  - a. Teambuilding
  - b. Conflict management
  - c. Work design and redesign
  - d. Group facilitation
  
19. Learning organization is one that facilitates continuous learning and development of:
  - a. Employees
  - b. Managers
  - c. Shareholders
  - d. Customers
  
20. The process of redesigning the existing process , practices for improved results is called as:
  - a. Knowledge management
  - b. Organizational reengineering
  - c. Change management
  - d. System thinking

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# UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



**[PART (A) : OBJECTIVE]**

Duration : 20 Minutes

Serial no. of the  
main Answer sheet

Course : .....

Semester : ..... Roll No : .....

Enrollment No : ..... Course code : .....

Course Title : .....

Session : ..... 2017-18 ..... Date : .....

**Instructions / Guidelines**

- The paper contains twenty (20) / ten (10) questions.
- Students shall tick (✓) the correct answer.
- No marks shall be given for overwrite / erasing.
- Students have to submit the Objective Part (Part-A) to the invigilator just after completion of the allotted time from the starting of examination.

Full Marks	Marks Obtained
20	

.....  
*Scrutinizer's Signature*

.....  
*Examiner's Signature*

.....  
*Invigilator's Signature*