



9. 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
10. Who developed RAT?
  - a. Schein
  - b. Thomas and Dayal
  - c. Thomas and David Nadler
  - d. Dayal and Fritz
11. RNT stands for \_\_\_\_\_.
  - a. Role Adequacy Technique
  - b. Role Appreciation Technique
  - c. Role Appraisal Technique
  - d. Role Analysis Technique
12. Quality circles to be successful, essentially need, \_\_\_\_\_.
  - a. Involvement of the management support.
  - b. Involvement of union leaders of the organization.
  - c. No support
  - d. Support of the participants.
13. Quality circles \_\_\_\_\_ problem solving capability.
  - a. Create
  - b. Delete
  - c. Stop
  - d. Eradicates
14. Which of the following is normally the cause of organizational change?
  - a. Technological development
  - b. Communication
  - c. Information
  - d. Incentives
15. An \_\_\_\_\_ is a person called by the management of the company.
  - a. OD consultant
  - b. Supervisor
  - c. Manager
  - d. Employee
16. Most OD practitioners work as \_\_\_\_\_.
  - a. Employee
  - b. Supervisor
  - c. Manager
  - d. Independent consultant
17. Which of the following is the optimum number of employees in a quality circle team?
  - a. 600 - 1000
  - b. 6000 - 10000
  - c. 6 - 10
  - d. 60 - 100
18. What is the primary goal of the Six sigma methodology?
  - a. To reduce costs
  - b. To improve customer satisfaction
  - c. To increase efficiency
  - d. To reduce defects
19. Which of these forces are commonly called resistance to change?
  - a. Process forces
  - b. Parallel learning structures
  - c. Restraining forces
  - d. Unfreezing forces
20. When the driving forces are equal to the restraining forces it tends to \_\_\_\_\_.
  - a. Reduce the need for change
  - b. Decrease environmental stability
  - c. Produce environmental equilibrium
  - d. Unfreeze the status quo.

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**(Descriptive)**

Time : 2 Hr. 30 Mins.

Marks : 50

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

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|---|--------|
| 1. What is diagnosis? Explain the process of diagnosis.                           | 3+7=10 |
| 2. Define OD and explain its characteristics.                                     | 3+7=10 |
| 3. Explain MBO as an OD intervention.   | 10     |
| 4. Write a short note on:<br>a) Role Negotiation Technique.<br>b) Quality Circle. | 5+5=10 |
| 5. Explain the concept of Six-sigma.  | 10     |
| 6. Discuss the competencies of OD practitioners.                                  | 10     |
| 7. Discuss the Role Analysis Technique.   | 10     |
| 8. Explain Kurt Lewin Model of Change.  | 10     |

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