

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. RAT 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.

(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:
a) Role Negotiation Technique.
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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