

MASTER OF BUSINESS ADMINISTRATION
THIRD SEMESTER
MANAGEMENT AND ORGANISATION DEVELOPMENT
MBA – 305B

[USE OMR FOR OBJECTIVE PART]

2024/11

**SET
A**

Duration: 3 hrs.

Full Marks: 70

Time: 20 min.

(Objective)

Marks: 20

1×20=20

Choose the correct answer from the following:

1. Organization Development is aimed at:
 - a. Enhancing congruence between organizational structure, processes, strategy, people and culture.
 - b. Developing new and creative organizational solutions
 - c. Developing the organization's self-renewing capacity.
 - d. All of the above.
2. OD values generally tend to be:
 - a. Humanistic
 - b. Democratic
 - c. Optimistic
 - d. All of the above
3. The Unfreezing-Moving-Refreezing model of change was given by:
 - a. Kurt Lewin
 - b. Rensis Likert
 - 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. Quality circles----- Job involvement.
- a. Neglects
 - b. Demotes
 - c. Promotes
 - d. accuses
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.

(Descriptive)

Time: 2 hr. 40 mins.

Marks: 50

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

1. Define organization development. Explain three objectives and five characteristics of OD. 2+3+5=10
2. Explain Kurt Lewin's theory of change with an example. 7+3=10
3. Illustrate the Action Research Model with a diagram. 8+2=10
4. Explain the process consultation intervention. 10
5. Write notes on the following: 5+5=10
 - a) Management By Objective.
 - b) Quality circle.
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. What is six-sigma? Discuss the steps involved in six-sigma. 2+8=10