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MGT/S-3-H/IV/13

2013

Time : 3 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The questions are of equal value.

*Answer any **four** questions in which*

Q. No. 1 is compulsory.

1. Answer the following multiple choice questions. Select the correct option from the given alternatives :
 - (i) _____ refers to training group that seek to change behaviour through unstructured group interaction.
 - (a) Action Research
 - (b) Organisational Development
 - (c) Sensitivity Training
 - (d) Survey Feedback

SA – 16/2

(Turn over)

(ii) Kurt-Lewin's field of forces has the following stages :

Unfreezing _____ and Refreezing.

- (a) Inspection
- (b) Scrutinizing
- (c) Changing
- (d) None of these

(iii) Organisational growth and change has the following stages-growth through creativity-direction-delegation _____ and collaboration.

- (a) Coordination
- (b) Communication
- (c) Implementation
- (d) None of these

(iv) Change is :

- (a) Necessary
- (b) Wastage of Time
- (c) Wastage of Resources
- (d) Unnecessary

(v) Who in organisation is responsible for managing change activity ?

- (a) Researchers
- (b) Managers
- (c) Change Agent
- (d) Both (a) and (b)

(vi) _____ refers to converts influence attempt.

- (a) Manipulation
- (b) Co-optation
- (c) Coercion
- (d) Communication

(vii) Main objective of organisation development is :

- (a) Market Development
- (b) Organisation Development
- (c) Increase Profit
- (d) None of these

(viii) Resistance has a _____.

- (a) Positive effect

- (b) Negative effect
 - (c) Both (a) and (b)
 - (d) None of these
- (ix) Which of the following is not an individual source of resistance to change ?
- (a) Group Inertia
 - (b) Habit
 - (c) Security
 - (d) Economic Factors
- (x) _____ is high interaction among team members to increase trust and openness ?
- (a) Team Building
 - (b) Intergroup Development
 - (c) Process Consultation
 - (d) Organisational Development

2. What is meant by management of change ?
Discuss the types of management of change.
3. What is meant by resistance to change ? How
resistance to change can be reduced ?

4. Explain Interpersonal, Team, Inter-group and system. Distinguish between Team and Inter-group.
5. Discuss the strategies used in organisation development.
6. Explain the ethics of organisation development.
7. Discuss, in detail, the different approaches of problem diagnosis.
8. Discuss the different techniques of planned change.
9. Explain the compensation structure of a sales personnel.

