**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (SPRING) 2020**

**DHR 204 : ORGANISATIONAL CHANGE AND DEVELOPMENT**

Time: **3 Hours** Total Marks: **70**

*The figures in the right-hand margin indicate marks for the individual question.*

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1. Choose the correct option: 1x3=3

1. A person who initiates, stimulates, or facilitates a change program is called:
2. Organization development manager.
3. Organisation development practitioner
4. Organization development stimulator
5. Organization development facilitator
6. Which of the following activities involves in “motivating change” for effective change management?
7. Describe the core ideology
8. Creating readiness for change
9. Assessing the change agent power
10. Activity power
11. Which one of the following is the part of contemporary action research?
12. problem identification
13. choose positive objective
14. unfreezing
15. joint action planning

2. Answer **any six** of the following questions: 2x6=12

1. What is role analysis technique?
2. What are the features of organizational change?
3. What is re-engineering?
4. What is work re-design?
5. Define quality of work life.
6. What is team intervention?
7. What is quality circle?

**P.T.O.**

3. Answer **any five** of the following questions: 5x5=25

1. Explain the steps in MBO.
2. What is cultural intervention?
3. Explain how technology can become a part of organisational resistance.
4. What are the features of organisational change?
5. Write a note on structural interventions.
6. How is survey feedback evaluated?
7. What are the responsibilities of a team leader in OD?

4. Answer **any three** of the following questions: 10x3=30

1. What are the internal and external factors which force an organization to implement change process?
2. Explain the important factors in implementing successful change.
3. What is organizational change? Explain Lewin’s model of process of change.
4. Discuss the role and competency of a change agent with suitable example.
5. Describe the process of overcoming resistance to change. Discuss with example.
6. ‘Change is a process that can be enabled, not managed.’ Discuss.

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