

TIME: 40 minutes

MAXIMUM MARKS: 30

SEM	SET	PAPER CODE	TITLE OF THE PAPER
II	2014	14PHR2106	ORGANIZATIONAL DEVELOPMENT

SECTION - A**Answer all the questions:****30 × 1 = 30****Choose the correct answer:**

- OD _____ believes that, work teams are the building blocks of the organization.
 - Fundamentally
 - Partially
 - Occasionally
 - Rarely
- External consultants _____ spend all their time with one organization.
 - Never
 - Rarely
 - Always
 - Constantly
- OD is a _____ in an organizational context.
 - Data collection
 - Feedback analysis
 - Planned change
 - Survey feedback
- The organizational development is a _____ intended to change beliefs, attitude and values of the organization.
 - Organizational politics
 - Organizational power
 - Organizational control
 - Complex educational Strategy
- To identify strengths, weaknesses problem areas and find out discrepancies between vision and desired future and current situation is
 - The organizational diagnosis
 - Organizational change
 - Organizational empowerment
 - Organizational politics

6. To understand problematic situation and plan corrective action _____ is used.
 - a) The Force Field analysis
 - b) Organizational change
 - c) Organizational empowerment
 - d) Organizational politics
7. The organizational development can _____ of stable and temporary systems.
 - a) Be the compromise
 - b) Disorganization
 - c) Destruction
 - d) Optimize the effectiveness
8. In an organization there should be a _____ to be taken on business decision.
 - a) Smoothing
 - b) Team approach
 - c) Avoidance
 - d) Problem solving
9. During and after the _____ of intervention the data is gathered.
 - a) Coalition
 - b) Team approach
 - c) Implementation
 - d) Problem solving
10. Today's managers first task is to
 - a) Retain good human asset and utilize in a better way
 - b) Employee entrainment
 - c) Attribution
 - d) Job satisfaction
11. Interventions focus on
 - a) Pressure tactics
 - b) Inspirational appeal
 - c) Exchange tactics
 - d) Real life organ. Situations and problems
12. An appreciation of _____ as a determinant of individual work behavior is central to OD.
 - a) Self
 - b) Importance of work team
 - c) External environment
 - d) Internal environment
13. An important aspect of selecting a change agent is
 - a) Loyalty
 - b) Superiority
 - c) A persons who has skills to address human aspect
 - d) Dedication

14. _____six box model was developed from his experience in consulting in different organizations.
- a) Lewin's
 - b) Drucker's
 - c) Warner's
 - d) Marvin's
15. Concern for people refers to _____ concern of others.
- a) Consideration of social and interpersonal
 - b) Consideration towards external environment
 - c) Sympathetic understanding
 - d) Watchful
16. People in organization should be treated as
- a) Mediation team
 - b) Important resource
 - c) Middle management committee
 - d) Excessive resource
17. As a result of OD intervention the result obtained is a
- a) Win-win situation
 - b) Win-loose
 - c) Loose-win
 - d) Loose-loose
18. OD relies heavily on
- a) Retaining employees
 - b) Scientific research in the area of human development
 - c) Action research model with participation by all
 - d) Empowerment of individuals
19. Hiring external consultants for a short term period may be done by_____.
- a) More economically
 - b) More usefully
 - c) More specifically
 - d) More business orientationally
20. In an organization there should be a _____to be taken on business decisions.
- a) Bottom down
 - b) Individual specific approach
 - c) Mechanistic approach
 - d) Team approach
21. Quality circles to be successful essentially needs
- a) Involvement of the management support
 - b) Involvement of union leaders of the organization
 - c) Involvement of consumers
 - d) Involvement of external critiques

22. Effective work systems should jointly optimize the relationship between their _____.
- a) Social and technical parts b) Internal & external sources
c) Client & the consultant d) The corporate & funding
23. The total quality management includes
- a) Improved product quality b) Improvement in peoples approach
c) Improved process quality d) All the above
24. Principal actors in change efforts are _____.
- a) Change agents b) People
c) Technology d) Financial resources
25. Large scale change efforts which helps to increase effectiveness of the entire organization.
- a) Organization wide b) Individual wide
c) Group wide d) Unit wide
26. Always try and reduce _____ upon consultant.
- a) Success b) Independence
c) Relationship d) Dependency
27. Defensiveness is another _____ to a climate of trust.
- a) Support b) Barrier c) Fate d) Technique
28. The organizational development exercise in an entity results in _____ competition between independent units.
- a) High collaboration and low b) Increase in conflict
collaboration
c) Dependency d) Low collaboration
29. Transactional Factors theory has been enunciated in the book – Organizational Development which is authored by
- a) Frazer b) Henry Fayol
c) Warner Burke d) Elton Mayo
30. OD process is cyclical and ends when
- a) Desired development result b) The process reaches the middle
is obtained stage
c) Evaluation starts d) Feedback collected
