**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (SPRING) 2019**

**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.*

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

1. Answer the following questions: 1x3=3

a) A person who initiates, stimulates, or facilitates a change program is

called:

* 1. Organization development manager
  2. Organisation development practitioner
  3. Organization development stimulator
  4. Organization development facilitator

b) Which of the following activities involves in “motivating change” for

effective change management?

* 1. Describe the core ideology
  2. Creating readiness for change
  3. Assessing the change agent power
  4. Activity power

c) Which one of the following is the part of contemporary action

research?

1. problem identification
2. choose positive objective
3. unfreezing
4. joint action planning

2. Answer **any six** questions shortly: 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** 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** questions in details: 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 examples.
5. Describe the process of overcoming resistance to change. Discuss with examples.
6. Change is a process that can be enabled, not managed. Discuss.

\*\*\*\*\*\*