**TU/ CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN) 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. Answer the following: 1x3=3

1. Which one of the following is NOT type of interpersonal relationships and group dynamics?
2. Process consultation
3. Communication
4. Third party intervention
5. Team building
6. Coordination is most important for groups performing which of the following tasks?
7. Independent tasks
8. Interdependent tasks
9. Mutually exclusive tasks
10. Self-regulatory tasks
11. Norms essential for accomplishing the organization’s objectives are called:
12. Pivotal norms
13. Irrelevant norms
14. Peripheral norms
15. Marginal norms

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

1. What is role analysis technique?
2. Who are OD practitioners?
3. What is re-engineering?
4. What is employee involvement?
5. Define quality of work life.
6. What is team intervention?
7. What is planned change?

**P.T.O.**

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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: 3x10=30

1. What are the internal and external factors which force an organization to implement change process?
2. Explain the important factors in the resistance to change.
3. Explain Lewin’s model of process of change in detail.
4. Discuss the role and competency of a change agent with suitable example.
5. What is organizational development intervention? Discuss its relevance in an organization.
6. How do you assess the change process in the telecom industry with the launch of Jio? Discuss.

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