

**(122) SARDAR PATEL UNIVERSITY**  
**MHRM Examination III Semester**

**Day: Friday Date: 15-11-2013**

**Session: Evening Time: 2:30 pm to 5:30 pm**

**Subject Code: PA03CHRM01**

**Subject: Organizational Development and Change Management**

**Total Marks: 70 Marks**

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**Q.1 Attempt all the questions.**

**Marks: 10**

1. A \_\_\_\_\_ is an organized factual statement of job contents in the form of duties and responsibilities of a specific job.

- a) Job description      b) Job specification      c) Job identification      d) Job activities

2. Which of the following method was not proposed by H.C. Kellman?

- a) Compliance      b) Internalization      c) Identification      d) Externalization

3. \_\_\_\_\_ design is based on multiple businesses in related areas operating within a larger organization framework.

- a) Divisional      b) Matrix      c) Conglomerate      d) Functional

4. Which of the following is a factor affecting organization structure?

- a) Supplier      b) Size      c) Competitors      d) Customer

5. Organization \_\_\_\_\_ is the division of task for efficiency and clarity of purpose in organization.

- a) Design      b) Climate      c) Structure      d) Process

6. \_\_\_\_\_ is defined as a behavior which affects the ongoing social processes of a system.

- a) Development      b) Culture      c) Climate      d) Intervention

7. \_\_\_\_\_ consultation represents an approach for intervening in an ongoing system.

- a) Process      b) Structure      c) Team building      d) Design

8. \_\_\_\_\_ is the act, process, or result of furthering, advancing the growth of an organization.

- a) Organization Development      b) Organization Climate  
c) HRD climate      d) Organization culture

9. The organization \_\_\_\_\_ is a technique designed to give work units feedback on how other elements of the organization view them.

- a) Benchmarking      b) Mirror      c) Glass ceiling      d) Change

10. Collaborative model is also known as \_\_\_\_\_

- a) Process Consultancy      b) Survival Model      c) Clinical model      d) Engineering Model

Q.2 Describe questionnaire as a diagnostic tool.

Marks: 15

OR

Q.2 Explain various roles of change agent with suitable examples.

Q.3 Define Job Design. Discuss various approaches of Job design with relevant examples.

OR

Marks: 15

Q.3 Elaborate various types of organization structure followed by the organization.

Q.4 Discuss organization change. Write in detail steps of change process.

Marks: 15

OR

Q.4 Elaborate alternative intervention applied in the organization.

Q.5 Write Short Notes. (Any one)

Marks: 15

1. Types of organization design
2. Factors affecting organization Structure
3. Discuss Quality of work life.
4. Explain approaches to understand organization

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