**TU/CDOE**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN), 2024**

**DIPHRD / DHR 204: ORGANIZATIONAL CHANGE AND DEVELOPMENT**

***Total Marks: 70 marks*** ***Time: 3 hours***

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

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**1.Fill in the blanks 10X1=10**

a) Lewin’s process of change involves unfreezing, \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_.

b) Survey feedback method usually proceeds with sequential activities involving \_\_\_\_\_\_\_, \_\_\_\_\_\_\_, developing action plans based on feedback and follow up.

c) Any three types of change are \_\_\_\_\_\_, \_\_\_\_\_\_ and \_\_\_\_\_\_.

d) Any two major inter-group interventions in Organization Development are \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_.

e) One element of confrontation meeting is \_\_\_\_\_\_\_\_\_.

**2. Write short answers**: **6X5=30**

1. Give a brief note on Quality Circles.
2. What are the benefits of confrontation meeting?
3. Briefly discuss the Six-Box Model and the Harrisom and Shirom Model.
4. Give a short note on the internal practitioner.
5. What are the advantages of Action Research?
6. Give five features of Total Quality Management.

**3. Write descriptive answers: 3X10=30**

a) Discuss the steps followed in a MBO approach.

OR

b) Define OD. Explain in detail the process of OD.

c) Discuss in detail about any three techniques and exercises used in Team Building.

d) Discuss briefly the OD interventions applied by Indian organisations.

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