



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program :Seventh Semester – 2020

Paper: Organizational Development

Course Code: BBA-409

Part – I (Compulsory)

Time: 15Min. Marks: 10

Roll No. in Fig.

Roll No. in Words.

Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

Q.1. Encircle the right answer cutting and overwriting is not allowed. (10x1=10)

1. **Introducing change to deal with future before these conditions actually occur is called....**
 - a. Renewing management
 - b. Reactive management
 - c. Satisficing management
 - d. Sluggish management
2. **The set of employee attitude and morale that influence the level of performance is called....**
 - a. Managerial effectiveness
 - b. Managerial efficiency
 - c. Motivational climate
 - d. All of the above
3. **..... is an ongoing process of building innovation and adaption into the organization.**
 - a. Organization development
 - b. Organization renewal
 - c. Both A & B
 - d. None of the above
4. **Norms that are essential to accomplish the organization's objective are called....**
 - a. Peripheral norms
 - b. Pivotal norms
 - c. Both A & B
 - d. None of the above
5. **..... types of management orientation are defined in adaptive orientation model**
 - a. Two
 - b. Three
 - c. Four
 - d. Five
6. **The most suitable method that is used to analyze the data about the choices and preference in group is.....**
 - a. Questionnaire
 - b. Observation
 - c. Sociometric approach
 - d. Interview

- 7. In gain sharing rewards are associated with.....**
- a. Team performance
 - b. Individual performance
 - c. Both A & B
 - d. None of the above
- 8. According to Johari Window Model, there are interpersonal communication styles.**
- a. Two
 - b. Four
 - c. Six
 - d. Eight
- 9. The situation that is atypical and unprecedented is known as.....**
- a. Problem situation
 - b. Simple situation
 - c. Complex situation
 - d. None of the above
- 10. is the process of giving employee the ability to make decision about their work.**
- a. Job design
 - b. Job enrichment
 - c. Empowerment
 - d. Career planning



ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give short answers of the following: (10x2=20)

1. Define psychological contract with example.
2. Distinguish between the stable environment and hyper-turbulent environment.
3. What is role analysis technique?
4. What is process intervention?
5. Define Performance gap.
6. What is action research?
7. What is the difference between organization development and management development?
8. Define goal setting.
9. Define job enrichment.
10. Define total quality management.

Answers the following questions. (3x10=30)

- Q3.** Define socialization process. Briefly discuss the stages of socialization process. Explain the basic responses an individual may have towards socialization.
- Q4.** Compare and contrast the interview and survey methods of data collection?
- Q5.** What is diagnostic process? What are major forces in the change process?