



UNIVERSITY OF THE PUNJAB

Seventh Semester – 2019

Examination: B.S. 4 Years Program

Roll No. in Fig.

Roll No. in Words.

PAPER: Organizational Development
Course Code: BBA-409 Part-I (Compulsory)

MAX. TIME: 15 Min.

MAX. MARKS: 10

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Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. 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. (1x10=10)

1. The words organization development refers to something about organizations and _____ them
 - a) Administrating
 - b) Developing
 - c) Managing
 - d) None of these
2. The second stem of OD evolution is:
 - a) Action research
 - b) Participative management
 - c) laboratory training
 - d) strategic change
3. Who is called "Father of OD"
 - a) Adam Smith
 - b) Kurt Lewin
 - c) Henry Fayol
 - d) F.W Taylor
4. _____ are organized and shared ideas regarding what members should do and feel.
 - a) Culture
 - b) Norms
 - c) behavior
 - d) None of these
5. A psychological contract may be defined as an _____ agreement between individual the organization of which they are members.
 - a) Unwritten
 - b) Unusual
 - c) Unwanted
 - d) None of these
6. The self-contained-unit organization represents different way of;
 - a) Organizing
 - b) Management
 - c) Structure
 - d) None of these;
7. The consultant works with the leader and group to diagnose strengths and weaknesses in;
 - a) Doctor- patient model
 - b) Process consultation model
 - c) Purchase of expertise model
 - d) All of the above
8. An OD program is long-range and;
 - a) Short range
 - b) Sustained
 - c) Both A&B
 - d) Complex
9. Customary and traditional way of thinking and doing things is known as;
 - a) Organizational structure
 - b) Leadership
 - c) Organizational culture
 - d) Change
10. Organized and shared ideas regarding what members should do and feel are;
 - a) Beliefs
 - b) Attitudes
 - c) Paradigms
 - d) Norms



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Seventh Semester – 2019

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Roll No.

PAPER: Organizational Development

Course Code: BBA-409 Part – II

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q2. Give short answers.

(10X2=20)

1. Differentiate between organizational development and organizational capacity building.
2. Define change management.
3. What are various forces responsible for change in organizations?
4. What do you understand by OD practitioner?
5. Write short note on leading the change.
6. Define characteristics of ideal, healthy and effective organizations.
7. "People resist change for the sake of resistance" Comment.
8. Define systems theory.
9. Draw the diagram of techno-structural approach.
10. Explain important aspects of socialization when joining an organization?

Q3. Give answers of the following questions.

(3X10=30)

1. The focus of OD is on Organizations and making them functions better, that is, on total system change'. Elaborate the comment. What are the goals of an OD program?
2. How is organizational culture created and sustained? Discuss in detail!
3. Explain various types of OD Interventions with examples.