

MP-402 (New)

June - Examination 2016

Master of Business Administration - II Year Examination**Organisational Development and Training****Paper - MP-402 (New)****Time : 3 Hours]****[Max. Marks :- 80**

Note: The question paper is divided into three sections A, B and C. Write answers as per given instructions.

Section - A**8 × 2 = 16**

(Very Short Answer Questions)

Note: Answer **all** questions in 30 words each.

1) Define:

- (i) OD consultant
- (ii) Lewin's stages of change process
- (iii) Reaction level evaluation of training
- (iv) Self managed team
- (v) Efficiency and efficacy
- (vi) OD values
- (vii) Downsizing
- (viii) Ideal stage of managerial grid

Section - B**4 × 8 = 32**

(Short Answer Questions)

Note: Answer **any four** questions in 200 words.

- 2) Explain steps involved in survey feedback.
- 3) Explain the techniques of role negotiation.
- 4) Explain assessment centers with their function.
- 5) Explain the Kirkpatrick model of training evaluation.
- 6) What is survey feedback? Explain various methods of survey feedback.
- 7) Discuss steps involved in designing training program.
- 8) What is quality of work life and role of quality circles.
- 9) Differentiate between transactional and transformational change.

Section - C**2 × 16 = 32**

(Long Answer Questions)

Note: Answer **any two** questions in 500 words.

- 10) What are the major functions of training department? Explain the challenges faced in training.
- 11) Write short notes on:
 - (i) Process consultation
 - (ii) Team intervention techniques
- 12) Explain organisational effectiveness. How do you differentiate effectiveness from efficiency?
- 13) What are various components involved in OD? Discuss any two types of intervention and their significance to the organisation.