MGMT628 Final MCQs from Quiz#5

Question # 1 of 15 (Start time: 07:17:37 PM) Total Marks: 1

Developing a marketing strategy for a new product is an example of which of the following consulting

models?

Select correct option:

<mark>Purchase of Expertise Model</mark>

Doctor-patient Model

Process Consultation Model

Question # 2 of 15 (Start time: 07:18:11 PM) Total Marks: 1 "Organization development practitioner should consult the relevant employees". This is an example of which of the following contracting

process?

Select correct option:

Describing

Mutual Expectations

<mark>Time and Resources</mark>

Ground Rules

Question # 4 of 15 (Start time: 07:19:25 PM) Total Marks: 1

All of the following are the conflict controlling strategies EXCEPT:

Select correct option:

Prevent the ignition of conflict

Set limits on the form of the conflict

Help the parties to ignore the conflict

Eliminate or to resolve the basic issues causing the conflict

Question # 5 of 15 (Start time: 07:20:34 PM) Total Marks: 1

Which one of the following is NOT the part of team development training meeting?

Select correct option:

Norms of meeting

Setting Objectives

Collecting Data

Planning the Meeting

Question # 6 of 15 (Start time: 07:21:49 PM) Total Marks: 1

Which of the following stage of Lewin's change model is NOT resistant to change?

Select correct option:

Unfreezing

Movement

Refreezing

All of the stages are equally resistant to change (in mine point of view)

Question # 7 of 15 (Start time: 07:22:54 PM) Total Marks: 1

A person who initiates, stimulates, or facilitates a change program is called:

Select correct option:

Organization development manager

Organization development practitioner

Organization development stimulator

Organization development facilitator

Question # 8 of 15 (Start time: 07:23:31 PM) Total Marks: 1

Which of the following models focuses on planned change as a cyclical process in which initial

research about the organization provides information to guide subsequent action?

Select correct option:

<mark>Action research model</mark>

Lewin's change model

Contemporary action research

Lickert scale

Question # 9 of 15 (Start time: 07:24:08 PM) Total Marks: 1

In IBM some groups operate out of the human resources area and may report directly to the president

of the organization. They can be categorized as which of the following OD consultant groups?

Select correct option:

<mark>Internal practitioner</mark>

External practitioner

Internal and external practitioner mix

General OD consultants

Question # 10 of 15 (Start time: 07:25:38 PM) Total Marks: 1

Culture reflects the values, ethics, beliefs, personality and traits of which of the following?

Select correct option:

==The company's founders, management and employees==

Management and customers

Just employees

The upper and middle management

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Culture reflects the values, ethics,

beliefs, personality and traits of the company's founders, management and employees.

Question # 11 of 15 (Start time: 07:26:47 PM) Total Marks: 1

Which one of the following activities involves in "motivating change" for effective change

management?

Select correct option:

==Creating readiness for change==

Describe the core ideology

Assessing change agent power

Activity planning

Question # 7 of 15 (Start time: 07:09:14 PM) Total Marks: 1

Which of the following stages may include installing new methods and procedures, reorganizing

structures and work designs, and reinforcing new behaviors in action research model?

Select correct option:

==Intervention==

Planning change

Evaluation

Feedback

Question # 9 of 15 (Start time: 07:11:42 PM) Total Marks: 1

All of the following are the conflict controlling strategies EXCEPT:

Select correct option:

Prevent the ignition of conflict

Set limits on the form of the conflict

Help the parties cope differently with the consequences of the conflict

Highlighting the basic issues causing the conflict

Question # 10 of 15 (Start time: 07:12:59 PM) Total Marks: 1

_____ consists of small group of employees who meet voluntarily to identify and solve productivity

problem.

Select correct option:

Quality circle

Total Quality management

Organizational Development

Network structure

Question # 7 of 15 (Start time: 08:02:04 PM) Total Marks: 1

Which of the following is the result of globalization and information technology trends?

Select correct option:

Economic trends (doubted)

Political trends

Customer's tastes

Question # 15 of 15 (Start time: 07:16:28 PM) Total Marks: 1

_____ specifies the empirical data needed how they will be collected and, most important, how

they will be converted from data to information.

Select correct option:

Operational definition

Reliability

Validity

Diagnosis

Question # 1 of 15 (Start time: 06:14:29 PM) Total Marks: 1

Coordination is most important for groups performing which of the following tasks?

Select correct option:

Independent tasks

Interdependent tasks

Mutually exclusive tasks

Self regulatory tasks

Question # 2 of 15 (Start time: 06:16:00 PM) Total Marks: 1

"Heavy foreign competition" can be used for which of the following methods to generate sufficient dissatisfaction to produce change?

Select correct option:

Creating pressure for change

Revealing discrepancies between current and desired states

Conveying credible positive expectation for the change

Starting communication for change

Question # 3 of 15 (Start time: 06:17:25 PM) Total Marks: 1

Culture reflects the values, ethics, beliefs, personality and traits of which of the following?

Select correct option:

<mark>The company's founders, management and employees</mark>

Management and customers

Just employees

The upper and middle management

Question # 4 of 15 (Start time: 06:18:17 PM) Total Marks: 1

Which one of the following is the part of contemporary action research?

Select correct option:

<mark>Choose positive objective</mark>

Problem identification

Joint action planning

Unfreezing

Question # 5 of 15 (Start time: 06:19:08 PM) Total Marks: 1

"How can one increase 'ownership' of the task?" This question is asked in which step of job enrichment?

Select correct option:

Making a thorough diagnosis of the situation

<mark>Forming natural work units</mark>

Establishing organizational relationships

Combining tasks

Question # 6 of 15 (Start time: 06:20:08 PM) Total Marks: 1

Going beyond the surface changes to transform the underlying assumptions and values governing organization's behaviors is the study of which of the following discipline?

Select correct option:

Organizational behavior

<mark>Organizational development</mark>

Organizational configuration

Organization theory and design

Question # 7 of 15 (Start time: 06:21:09 PM) Total Marks: 1

Which one of the following methods is described by the Kurt Lewin?

Select correct option:

Content Analysis

<mark>Force-Field Analysis</mark>

Performance

Correlation Coefficients

Question # 8 of 15 (Start time: 06:22:31 PM) Total Marks: 1

_____ activity involves identifying key people and groups whose commitment is needed for change to occur and formulating a strategy for gaining their support.

Select correct option:

<mark>Commitment planning</mark>

Activity planning

Desired future state

Identify key stakeholders

Question # 9 of 15 (Start time: 06:23:18 PM) Total Marks: 1

Which one of the following is the component of design component at group level diagnosis?

Select correct option:

Goal clarity

General environment

Group design

Personal characteristic

Question # 10 of 15 (Start time: 06:24:08 PM) Total Marks: 1

Which one of the following is the identity of design component at organization level of comparison planned change model?

Select correct option:

General environment

Strategy

Organization effectiveness

Industry structure

Question # 11 of 15 (Start time: 06:25:08 PM) Total Marks: 1

Which one of the following activities involves in "creating a vision" for effective change management?

Select correct option:

Assessing change agent power

Constructing the envisioned future

Provide resources for change

Commitment planning

Question # 12 of 15 (Start time: 06:25:53 PM) Total Marks: 1

Which one the following in NOT the part of Lewin's change model?

Select correct option:

Unfreezing

Refreezing

Moving

<mark>Problem identification</mark>

Question # 13 of 15 (Start time: 06:26:27 PM) Total Marks: 1

Expectations of both parties (OD consultants and clients) from each other are taken into Consideration in which of the following stages of action research model?

Select correct option:

Entering

<mark>Contracting</mark>

Diagnosis

Feedback

Question # 14 of 15 (Start time: 06:27:41 PM) Total Marks: 1

Which one of the following identities related to intervention characteristics?

Select correct option:

<mark>Programmability</mark>

Unionization

Socialization

Knowledge

Question # 15 of 15 (Start time: 06:28:38 PM) Total Marks: 1

_____ lists six key skill areas that are critical to the success of the internal practitioner.

Select correct option:

St. Paul

Argyris

Lockheed Martin

Question # 1 of 15 (Start time: 06:32:10 PM) Total Marks: 1

_____ is a packaged program that organizations can purchase and train members to use.

Select correct option:

Inter-group relations

Confrontation meeting

Large-group intervention

Question # 2 of 15 (Start time: 06:32:59 PM) Total Marks: 1

Norms essential to accomplishing the organization's objectives are called:

Select correct option:

Irrelevant norms

Peripheral norms

Marginal norms

Question # 3 of 15 (Start time: 06:33:36 PM) Total Marks: 1

Which one of the following is the part of contemporary action research?

Select correct option:

Problem identification

Joint action planning

Unfreezing

Question # 4 of 15 (Start time: 06:34:02 PM) Total Marks: 1

Evaluation aimed at guiding implementation may be called which of the following?

Select correct option:

<mark>Implementation feedback</mark>

Evaluation feedback

Diagnosis feedback

Reliability feedback

Question # 5 of 15 (Start time: 06:34:45 PM) Total Marks: 1

The assessment intended to discover intervention outcomes may be called _____.

Select correct option:

<mark>Evaluation feedback</mark>

Diagnosis feedback

Reliability feedback

Institutionalization feedback

Question # 6 of 15 (Start time: 06:35:33 PM) Total Marks: 1

------------ facilitates institutionalization by providing a wider organizational Base to support the new behaviors.

Select correct option:

<mark>Diffusion</mark>

Unionization

Sensing and calibration

All of the given options

Question # 7 of 15 (Start time: 06:35:58 PM) Total Marks: 1

All of the following are included in all planned change model EXCEPT:

Select correct option:

Application of behavioral science knowledge

Focus on general practices of planned change

Involvement of organizational member in change process

Interaction between consultants and organization

Question # 8 of 15 (Start time: 06:37:25 PM) Total Marks: 1

Which one of the following activities involves in "motivating change" for effective change management?

Select correct option:

Overcoming resistance to change

Describe the core ideology

Assessing change agent power

Activity planning

Question # 9 of 15 (Start time: 06:38:20 PM) Total Marks: 1

A person who initiates, stimulates, or facilitates a change program is called:

Select correct option:

Organization development manager

Organization development practitioner

Organization development stimulator

Organization development facilitator

Question # 10 of 15 (Start time: 06:39:16 PM) Total Marks: 1

Which one of the following identities related to organization characteristic?

Select correct option:

Congruence

Goal specify

Commitment

Performance

Question # 11 of 15 (Start time: 06:39:43 PM) Total Marks: 1

Which one of the following is not the component of design component at group level diagnosis?

Select correct option:

<mark>Team effectiveness</mark>

Goal clarity

Team functioning

Group composition

Question # 12 of 15 (Start time: 06:40:30 PM) Total Marks: 1

Which one of the following is NOT type of interpersonal relationships and group dynamics?

Select correct option:

<mark>Communication</mark>

Process consultation

Third-party intervention

Team building

Question # 13 of 15 (Start time: 06:41:34 PM) Total Marks: 1

Which of the following was called ideological movement?

Select correct option:

Exploitative authoritative management style

Benevolent authoritative management style

Consultative management style

<mark>Quality of work life</mark>

Question # 14 of 15 (Start time: 06:41:57 PM) Total Marks: 1

OD practitioners need to gain clarity about the relevance of change effort to the client system in order to prevent which of the following ethical dilemmas?

Select correct option:

<mark>Misrepresentation of problem</mark>

Coercion

Value and goal conflict

Technical ineptness

Question # 15 of 15 (Start time: 06:42:54 PM) Total Marks: 1

Which of the following is true about "Appreciative inquiry"?

Select correct option:

<mark>It suggests that we must talk about the things that are going right in an organization</mark>

It suggest that OD consultants must point out the flaws in system

It suggest we must appreciate competent people in organization

None of the given option is correct

Question # 1 of 15 (Start time: 06:44:53 PM) Total Marks: 1

Which of the following statement is true for problem oriented diagnosis?

Select correct option:

Managers are involved in organization development when the organization is facing routine problem

Managers are involved in organization development seeking the reasons of problems

<mark>Managers are involved in organization development when the organization is facing no problems</mark>

Managers are involved in organization development when the organization is thinking to improve current processes

Question # 2 of 15 (Start time: 06:46:04 PM) Total Marks: 1

Employee involvement is a broad term that has been variously referred to as "empowerment" "participative management," "work design," "industrial democracy,"

and "_____".

Select correct option:

Quality circle

<mark>Quality of work life</mark>

Employee intervention

Parallel structure

Question # 3 of 15 (Start time: 06:47:16 PM) Total Marks: 1

"Retaining only useful members" is an example of which of the following?

Select correct option:

Individual unfreezing

System unfreezing

Interpersonal unfreezing

<mark>None of the given options</mark>

Question # 5 of 15 (Start time: 06:49:31 PM) Total Marks: 1

"What OD practitioner and the client expect to get from the relationship" is a critical area to be accessed in which of the following stages of action research model?

Select correct option:

Problem identification

<mark>Contracting</mark>

Diagnosis

Planning Change

Which one of the following is NOT the part of team building cycle?

Select correct option:

Intervention

Data gathering

Diagnosis

Evaluation

NTL stands for _____.

Select correct option:

National Training Laboratories

National Testing Laboratories

National Taxing Laboratories

National Tiring Laboratories

Which of the following is NOT an invisible manifestation of culture?

Select correct option:

Attitudes

Beliefs

Worldviews

Benefits

Which of the following is not among the five stems of OD practices?

Select correct option:

Laboratory training

Action research

Participative management

<mark>Organizational transformation</mark>

Identify the name of committee that are created during the project start-up phase and comprises key representatives from management.

Select correct option:

<mark>Steering committee</mark>

Multiple-level committees

Ad hoc committees

External consultants committee

All of the following are included in outputs of strategic orientation, EXCEPT:

Select correct option:

Organization performance

Productivity

Stakeholder satisfaction

<mark>Organization differentiation</mark>

Multiple organizations linked to a focal organization that coordinates the movement of resources from raw materials to end consumer represents which type of network in organizations?

Select correct option:

An internal market network

<mark>A vertical market network</mark>

An inter-market network

An opportunity network

Question # 14 of 15 (Start time: 06:55:29 PM) Total Marks: 1

In Lewin's change model, reducing the forces that maintain the organization's behavior at its present level is which of the following step?

Select correct option:

Unfreezing

Moving

<mark>Changing</mark>

Refreezing

Question # 15 of 15 (Start time: 06:56:50 PM) Total Marks: 1

Convene the group is the application of:

Select correct option:

<mark>Inter-group relations</mark>

Confrontation meeting

Large-group intervention

Blake and Mouton's Grid

Question # 2 of 15 (Start time: 07:03:46 PM) Total Marks: 1

A process that deals with facilitating system wide change in an organization is known as:

Select correct option:

<mark>Organization development</mark>

Organizational change management

Structural change management

Organization theory

Question # 3 of 15 (Start time: 07:04:39 PM) Total Marks: 1

All of the following are the conflict controlling strategies EXCEPT:

Select correct option:

Prevent the ignition of conflict

Set limits on the form of the conflict

<mark>Help the parties to ignore the conflict</mark>

Eliminate or to resolve the basic issues causing the conflict

Question # 4 of 15 (Start time: 07:06:04 PM) Total Marks: 1

Which of the following is not among the five stems of OD practices?

Select correct option:

Laboratory training

Action research

Participative management

<mark>Organizational transformation</mark>

Question # 5 of 15 (Start time: 07:06:38 PM) Total Marks: 1

All of the following are included in all planned change model EXCEPT:

Select correct option:

Application of behavioral science knowledge

Focus on general practices of planned change

Involvement of organizational member in change process

Interaction between consultants and organization

Which of the following stages may include installing new methods and procedures, reorganizing

structures and work designs, and reinforcing new behaviors in action research model?

Select correct option:

Intervention

Planning change

Evaluation

Feedback

Which one of the following is a NOT characteristic of effective feedback data?

Select correct option:

Descriptive

Verifiable

Significant

Finalized

All of the following are the conflict controlling strategies EXCEPT:

Select correct option:

Prevent the ignition of conflict

Set limits on the form of the conflict

Help the parties cope differently with the consequences of the conflict

Highlighting the basic issues causing the conflict

Question # 10 of 15 (Start time: 07:12:59 PM) Total Marks: 1

_____ consists of small group of employees who meet voluntarily to identify and solve productivity

problem.

Select correct option:

Quality circle

Total Quality management

Organizational Development

Network structure

Question # 11 of 15 (Start time: 07:14:00 PM) Total Marks: 1

OD is oriented to improve:

Select correct option:

Organizational efficiency

Organizational effectiveness

Organizational structure

Organizational resources

Question # 10 of 15 (Start time: 07:42:58 PM) Total Marks: 1

Which of the following is designed to provide members with experiential learning about group dynamics, leadership, and interpersonal relations?

Select correct option:

T-group

Process consultation

Third-party intervention

Team building

Question # 12 of 15 (Start time: 07:44:24 PM) Total Marks: 1

Lewin's change model differs from other models in which of the following grounds?

Select correct option:

==It emphasizes on application of behavioral science knowledge==

It focuses on general practices of planned change

It involves organizational member in change process

It forces the interaction between consultants and organization

Question # 13 of 15 (Start time: 07:45:03 PM) Total Marks: 1

Culture reflects the values, ethics, beliefs, personality and traits of which of the following?

Select correct option:

==The company's founders, management and employees==

Management and customers

Just employees

The upper and middle management

Question # 14 of 15 (Start time: 07:45:33 PM) Total Marks: 1

Listening actively to members' perceptions and feelings to under¬stand how they see themselves and the organization, is showing which of the following OD practitioner's expertise?

Select correct option:

Intrapersonal expertise

==Interpersonal expertise==

General consultation expertise

Organization development expertise

Question # 14 of 15 (Start time: 07:50:35 PM) Total Marks: 1

ABC co. has introduced new policies for efficient outcomes which increased the employee's turnover rate. Consultants of this company are seriously facing the problem of conflict between the interests of organization and employees. Which of the following is true for this organization?

Select correct option:

Employee's commitment is too low

Organization is facing value dilemma which may be overcome by compromises

Organization may collapse due to the conflict among interests of organization and employees

Organization has no concern with employee satisfaction

Question # 15 of 15 (Start time: 07:51:51 PM) Total Marks: 1

_____ involves the making a road map for change citing specific activities and events that must occur if the transition is to be successful.

Select correct option:

Activity planning

Commitment planning

Sustaining momentum

Reinforcing new behavior

Question # 1 of 15 (Start time: 07:56:00 PM) Total Marks: 1

A person who initiates, stimulates, or facilitates a change program is called:

Select correct option:

Organization development manager

Organization development practitioner

Organization development stimulator

Organization development facilitator

Question # 2 of 15 (Start time: 07:56:44 PM) Total Marks: 1

Which of the following statement is true for problem oriented diagnosis?

Select correct option:

Managers are involved in organization development when the organization is facing routine problem

Managers are involved in organization development seeking the reasons of problems

<mark>Managers are involved in organization development when the organization is facing no problems</mark>

Managers are involved in organization development when the organization is thinking to improve

current processes

disadvantage of:

Select correct option:

<mark>Interview</mark>

Questionnaire

Observation

Unobtrusive measures

In Johari Window ----------------------- includes behaviors, thoughts and feelings that both the person and others know.

Select correct option:

<mark>The Public Area</mark>

The Blind Area

The Closed Area

The Unknown Area

Question # 5 of 15 (Start time: 08:00:11 PM) Total Marks: 1

In company ABC, 15 minutes are reserved for tea time to support the interpersonal relations among members. Company is trying to do which of the following?

Select correct option:

Clearing goals

Developing task structure

Composing groups

Enhancing group functioning

Question # 6 of 15 (Start time: 08:01:24 PM) Total Marks: 1

_____ have two elements collaboration and conflict resolution through rational means.

Select correct option:

Democratic value

Spirit of inquiry

Humanistic value

Ethical dilemmas

Managerial innovations

Question # 8 of 15 (Start time: 08:02:58 PM) Total Marks: 1

OD is oriented to improve:

Select correct option:

Organizational efficiency

Organizational effectiveness

Organizational structure

Organizational resources

Question # 9 of 15 (Start time: 08:03:17 PM) Total Marks: 1

Which one of the following identities related to intervention characteristics?

Select correct option:

Programmability

Unionization

Socialization

Knowledge

Question # 10 of 15 (Start time: 08:03:42 PM) Total Marks: 1

Handling well the group dynamics and understanding comparative cultural perspectives in an organization are core elements of which of the following skills of OD practitioner?

Select correct option:

Intrapersonal skills

Interpersonal skills

General consultation skills

Organization development skills

Question # 11 of 15 (Start time: 08:04:15 PM) Total Marks: 1

When seeking help from organization practitioner, organization typically starts with which of the following?

Select correct option:

Discussing the issue that has caused the organization to consider development process

Presenting change

Implementing change

Assessment of change

Question # 12 of 15 (Start time: 08:05:19 PM) Total Marks: 1

The modern manager must be flexible and adaptive to changing environment. He must also posses which of the following capabilities?

Select correct option:

Problem diagnostic capabilities

Avoiding the change in external environment capabilities

Capabilities to implement strict rules and policies

All of the given options

Question # 13 of 15 (Start time: 08:05:59 PM) Total Marks: 1

As organizations have to be smaller to become faster in this new era, which of the following is the biggest hurdle for them to survive?

Select correct option:

Trendy consumers

Multinational competitors

Governmental policies

Technological innovations

Question # 14 of 15 (Start time: 08:07:08 PM) Total Marks: 1

Which of the following can help third-party consultants achieve productive dialogue between the disputants?

Select correct option:

Coordinated attempts to confront the conflict

Avoiding the conflict

Ignoring the dispute

Producing tension and sense of urgency

Question # 1 of 15 (Start time: 08:18:07 PM) Total Marks: 1

Which of the following statement is true for problem oriented diagnosis?

Select correct option:

Managers are involved in organization development when the organization is facing routine problem

Managers are involved in organization development seeking the reasons of problems

<mark>Managers are involved in organization development when the organization is facing no problems</mark>

Managers are involved in organization development when the organization is thinking to improve

current processes

Question # 2 of 15 (Start time: 08:19:20 PM) Total Marks: 1

Norms that are not essential to the organization's ob¬jectives are called:

Select correct option:

<mark>Pivotal norms</mark>

Irrelevant norms

Peripheral norms

Marginal norms

Question # 3 of 15 (Start time: 08:20:42 PM) Total Marks: 1

The application of behavioral science knowledge is present in which of the following planned change models?

Select correct option:

Lewin's change model

Action research model

<mark>Contemporary adaptations to the ac¬tion research model</mark> not sures

All models include application of behavioral science knowledge

Question # 4 of 15 (Start time: 08:22:04 PM) Total Marks: 1

Which of the following step is not applicable in action research model?

Select correct option:

Problem identification

Contracting

Diagnosis

<mark>Termination after implementation</mark>

Question # 6 of 15 (Start time: 08:24:06 PM) Total Marks: 1

Which one of the following activities involves in "motivating change" for effective change management?

Select correct option:

<mark>Creating readiness for change</mark>

Describe the core ideology

Assessing change agent power

Activity planning

Question # 7 of 15 (Start time: 08:25:00 PM) Total Marks: 1

The best criteria for selecting, evaluating, and developing OD practitioners are those suggested by the late_____.

Select correct option:

<mark>Gordon Lippitt</mark>

Lewin

Young

Bucam

Question # 8 of 15 (Start time: 08:25:28 PM) Total Marks: 1

Which of the following organization development practicing style places great emphasis on efficiency, and gives little emphasis to member satisfaction?

Select correct option:

Stabilizer Style

Cheerleader Style

<mark>Analyzer Style</mark>

Pathfinder Style

Question # 9 of 15 (Start time: 08:26:09 PM) Total Marks: 1

_____ is the relevant people or groups who need to be involved in the change program of degree to which the client system is organized.

Select correct option:

<mark>Identification</mark>

Convention

Organization

Evaluation

Question # 10 of 15 (Start time: 08:26:46 PM) Total Marks: 1

Lewin's change model differs from other models in which of the following grounds?

Select correct option:

<mark>It emphasizes on application of behavioral science knowledge</mark>

It focuses on general practices of planned change

It involves organizational member in change process

It forces the interaction between consultants and organization

Question # 11 of 15 (Start time: 08:27:14 PM) Total Marks: 1

_____ is the consultant works with the leader and group to diagnose strengths and weaknesses, identify problems and opportunities, and develop action plans and methods for reaching desired sgoals.

Select correct option:

Purchase of expertise model

Doctor-patient model

<mark>Process consultation model</mark>

Organization model

Question # 12 of 15 (Start time: 08:27:48 PM) Total Marks: 1

_____ occurs when organization members are forced to participate in an OD in¬tervention.

Select correct option:

Misuse of data

Democratic value

Misrepresentation

<mark>Coercion</mark>

Question # 13 of 15 (Start time: 08:28:22 PM) Total Marks: 1

Which one of the following is the identity of inputs at organization level of comparison planned change model?

Select correct option:

<mark>Industry structure</mark>

Measurement system

Organization effectiveness

Technology

Question # 14 of 15 (Start time: 08:29:46 PM) Total Marks: 1

_____ seeks to reduce costs and bureaucracy by decreasing the size of the organization.

Select correct option:

Rightsizing

Centralization

Reengineering

_____ consists of small group of employees who meet voluntarily to identify and solve productivity problem.

Select correct option:

Quality circle

Total Quality management

Organizational Development

Network structure

An OD expert beliefs that client does not know and can not acquire the appropriate skills to resolve the conflicts. Thus conflicts should be resolved following a logical problem solving process. Which of the practitioner style he possess?

Select correct option:

The Stabilizer Style

The Cheerleader Style

The Analyzer Style not sure

At individual level diagnosis, "autonomy" is the component of:

Select correct option:

Input

Design component

Output

Fit

ABC co. has introduced new policies for efficient outcomes which increased the employee's turnover rate. Consultants of this company are seriously facing the problem of conflict between the interests of organization and employees. Which of the following is true for this organization?

Select correct option:

Employee's commitment is too low

Organization is facing value dilemma which may be overcome by compromises

Organization may collapse due to the conflict among interests of organization and employees

Organization has no concern with employee satisfaction

"What OD practitioner and the client expect to get from the relationship" is a critical area to be accessed in which of the following stages of action research model?

Select correct option:

Problem identification

Contracting

Diagnosis

Planning Change

Internal consultants have clear advantage over external consultants at entry stage due to which of the following factors?

Select correct option:

Informal agreements

No out-of-pocket expenses

Information can be open or confidential

Ready relationships

Question # 6 of 15 (Start time: 08:57:33 PM) Total Marks: 1

When a single organization establishes each subunit as an independent profit center, which of the following types of networks it is?

Select correct option:

An internal market network

A vertical market network

An inter-market network

An opportunity network

Question # 7 of 15 (Start time: 08:57:55 PM) Total Marks: 1

In company ABC, 15 minutes are reserved for tea time to support the interpersonal relations among members. Company is trying to do which of the following?

Select correct option:

Clearing goals

Developing task structure

Composing groups

Enhancing group functioning

Question # 8 of 15 (Start time: 08:58:12 PM) Total Marks: 1

In general model for planned change, entering an organization involves which of the following steps?

Select correct option:

Positive opportunities for inquiry

Causes and consequences of organizational problems

Information that how data can be gathered

Motivating change

The application of behavioral science knowledge is present in which of the following planned change models?

Select correct option:

Lewin's change model

Action research model

Contemporary adaptations to the ac¬tion research model

All models include application of behavioral science knowledge

An external OD consultant is highly emotionally intelligent as well as possess above average learning skills. Which of the following skill he exhibits?

Select correct option:

Intrapersonal skills

Interpersonal skills

General consultation skills

Organization development skills

Which one the following in NOT the part of Lewin's change model?

Select correct option:

Unfreezing

Refreezing

Moving

Problem identification

Question # 12 of 15 (Start time: 09:02:13 PM) Total Marks: 1

Which of the following is true about "Appreciative inquiry"?

Select correct option:

<mark>It suggests that we must talk about the things that are going right in an organization</mark>

It suggest that OD consultants must point out the flaws in system

It suggest we must appreciate competent people in organization

None of the given option is correct

Question # 13 of 15 (Start time: 09:03:25 PM) Total Marks: 1

All of the following are the benefits an external consultant gets in consulting stage of organization development EXCEPT:

Select correct option:

Formal documents

<mark>Must complete projects assigned</mark>

Can terminate project at will

Information confidential

Question # 14 of 15 (Start time: 09:04:46 PM) Total Marks: 1

All of the following are the benefits an internal consultant gets in diagnosing stage of organization

development EXCEPT:

Select correct option:

Have relationships with many organization members

Sustain reputation as trustworthy over time

Data openly shared can reduce political intrigue

<mark>Confidential data can increase political sensitivities</mark>

Question # 15 of 15 (Start time: 09:05:43 PM) Total Marks: 1

Which of the following can affect the kinds of job designs that are considered acceptable?

Select correct option:

Group performance norms

Group composition

Goal clarity

Task structure

NTL stands for _____.

Select correct option:

National Training Laboratories

National Testing Laboratories

National Taxing Laboratories

National Tiring Laboratories

Question # 2 of 15 (Start time: 08:34:08 PM) Total Marks: 1

Going beyond the surface changes to transform the underlying assumptions and values governing organization's behaviors is the study of which of the following discipline?

Select correct option:

Organizational behavior

Organizational development

Organizational configuration

Organization theory and design

Question # 3 of 15 (Start time: 08:34:44 PM) Total Marks: 1

Who is called father of OD?

Select correct option:

F.W Taylor

Max Weber

<mark>Kurt Lewin</mark>

Peter Drucker

: Question # 4 of 15 (Start time: 08:35:13 PM) Total Marks: 1

In which of the following approach, mangers try to overcome specific problems such as apathy and general lack of member's interest?

Select correct option:

<mark>Team building</mark> 100% sure

Human resource building

Training sessions

Group formation

Question # 5 of 15 (Start time: 08:36:27 PM) Total Marks: 1

"Heavy foreign competition" can be used for which of the following methods to generate sufficient dissatisfaction to produce change?

Select correct option:

<mark>Creating pressure for change</mark>

Revealing discrepancies between current and desired states

Conveying credible positive expectation for the change

Starting communication for change

6 of 15 (Start time: 08:37:52 PM) Total Marks: 1

OD interventions are usually long ranged and long term that unfolds according to the strategy implemented. Which of the following is the basic reason for long term planning?

Select correct option:

Changing the processes and culture is very complex

Re-engineering is not possible in some cases

Understanding and assessing the success of strategy take long time

<mark>All of the given options</mark>

Question # 7 of 15 (Start time: 08:39:07 PM) Total Marks: 1

_____ is the relevant people or departments in the company that are brought together to begin organizing for task performance of degree to which the client system is organized.

Select correct option:

Identification

<mark>Convention</mark>

Organization

Evaluation

Question # 8 of 15 (Start time: 08:40:17 PM) Total Marks: 1

_____ a leader or group identifies a need for information or expertise that the organization cannot supply.

Select correct option:

<mark>Purchase of expertise model</mark>

Doctor-patient model

Process consultation model

Organization model

Question # 9 of 15 (Start time: 08:40:54 PM) Total Marks: 1

Benevolent authoritative system possesses which of the following characteristics?

Select correct option:

High level of employee interaction and communication

High levels of productivity with participative decision making

Autocratic, top-down approach to leadership with no participation

Question # 10 of 15 (Start time: 08:42:24 PM) Total Marks: 1

At the group level diagnosis the "task structure" is the component of:

Select correct option:

Input

Output

Design component

Fit

Question # 11 of 15 (Start time: 08:43:16 PM) Total Marks: 1

Which one of the following is the component of design component at group level diagnosis?

Select correct option:

Goal clarity

General environment

Group design

Personal characteristic

Question # 12 of 15 (Start time: 08:43:52 PM) Total Marks: 1

The lowest level of organizational diagnosis is the _____.

Select correct option:

Individual level

Organization level

Group level

Collective level

All of the following are the benefits an external consultant gets in consulting stage of organization development EXCEPT:

Select correct option:

Formal documents

Must complete projects assigned

Can terminate project at will

Information confidential

As an OD consultant you have fear of unpredictable outcome of OD practices. This fear gets stronger in which of the following situations?

Select correct option:

Entering stage when the consultant is external

Entering stage when the consultant is internal

Contracting stage when the consultant is external

Contracting stage when the consultant is internal

"How can one increase 'ownership' of the task?" This question is asked in which step of job enrichment?

Select correct option:

Making a thorough diagnosis of the situation

Forming natural work units

Establishing organizational relationships

Combining tasks