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**The Assam Royal Global University, Guwahati**

**Royal School of Humanities and Social Science**

**MA Public Administration, Third Semester**

**Semester End Examination, January 2023**

**Course Title : Organizational Development and Administrative Improvement**

**Course Code : PBA184C301**

**Time: 3 Hours**

**Maximum Marks: 70**

**Note: Attempt all questions as per instructions given.**

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

**Section – A**

1. Attempt **all** questions. (Maximum word limit 50) 2 x 8
- What do you mean by Planned Change?
  - Write meaning of Organizational culture.
  - Define Organizational Transformation.
  - What do you mean by Organizational Analysis?
  - Define Performance Appraisal.
  - What do you mean by goal setting in the organization?
  - Write the meaning of Total Quality Management.
  - What do you mean by Management by Objectives?

**Section – B**

2. Attempt **any one** of the following: 12 x 1
- Describe the types of change agents and models for the Organizational Development.
  - Analyze the institutional and cultural challenges to Organizational Change.
3. Attempt **any two** of the following: 7 x 2
- Analyze the determinants of Organizational Design and problems of Organizational Design.
  - Evaluate the interpersonal interventions for the organizational development
  - Describe the procedure of organizational Analysis.
4. Attempt **any two** of the following: 7 x 2
- Describe the role of Human Resources in the organizational change.
  - Evaluate the types and need of reward system and conditions required for the good reward system for employees in the organization.
  - Analyze the methods to manage work force diversity.
5. Attempt **any two** of the following: 7 x 2
- Explain the working of O&M Division in Government of India.
  - Analyze the process of performance appraisal of employees in the organization.
  - Describe the organization and methods practices for the administrative improvement.