

12. (a) In what way do you find perception relevant to understand Organisational Behaviour?

Or

- (b) Compare Maslow's need hierarchy theory with Herzberg's two-factor theory of motivation.

13. (a) Describe the different stages of group development in detail.

Or

- (b) What steps can be taken to resolve conflict that is structural in nature?

14. (a) What do you understand by the Managerial Grid? Is it possible to achieve the coordinates (9,9) on this grid? Explain.

Or

- (b) Describe the major reasons for organizational politics.

15. (a) How does organisational climate differ from organisational culture? Describe the overt and covert factors that influence the quality and strength of organisational climate.

Or

- (b) Describe the various OD Interventions and explain as to how they improve the functionings of organisation.

Reg. No. :

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Question Paper Code : K1004

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2016.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define organizational behavior.
2. List any four areas where the organizational behavior has the scope.
3. What do you mean by Emotional intelligence?
4. Define perception.
5. What do you understand by the term 'Group Dynamics'?
6. What is Team building?
7. What do you mean by transformational leadership?
8. What is organizational politics?
9. Define organizational culture.
10. What do you mean by work-life balance?

PART B — (5 × 16 = 80 marks)

11. (a) Explain the importance of organizational behavior study in a business organization.

Or

- (b) Discuss the custodial model of organizational behavior in detail.

12. (a) Give a detailed account on psycho analytic theory of personality.

Or

(b) Explain how the attitudes are formed and measured with examples.

13. (a) Discuss the stages of group formation with an illustration.

Or

(b) Discuss the merits and limitations of Delphi technique and brainstorming technique in group decision making.

14. (a) Explain how leaders are different from managers with examples.

Or

(b) Discuss the advantages and limitations of autocratic and democratic styles of leadership.

15. (a) What are the factors affecting organizational climate? Explain in detail.

Or

(b) Analyze why people resist to change and the strategies to manage change in an organization.

Reg. No. :

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Question Paper Code : S1004

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2016.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define organizational behaviour.
2. What are the contributing sciences to organizational behaviour?
3. What are the functions of attitude?
4. Define impression management.
5. What is an informal group?
6. Define group dynamics.
7. What is legitimate power?
8. What is charismatic leadership?
9. Name the determinants of organizational culture.
10. What are the consequences of stress?

PART B — (5 × 16 = 80 marks)

11. (a) Bring out the need and importance of organizational behaviour.

Or

- (b) How does the study of organizational behaviour make you into a better manager? Explain.

12. (a) Explain the theory of classical conditioning and its practical implications.

Or

- (b) What is perception and what are the factors that affect perception? Discuss in detail.

13. (a) What are the different forms of groups that exist in an organization? Explain each one briefly.

Or

- (b) Explain the role of informal groups that exist in an organization.

14. (a) What are the various leadership styles? Which style would suit best for the current business scenario? Discuss.

Or

- (b) What are the contingencies of power and how does it moderate the effectiveness of power? Discuss in detail.

15. (a) What are the reasons for resistance to organizational change? How can you overcome them?

Or

- (b) What are the various sources of work stress? How do we deal with stress in workplace?
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Question Paper Code : 80004

M.B.A. DEGREE EXAMINATION, AUGUST 2015.

First Semester

DBA 1604 – ORGANIZATIONAL BEHAVIOUR

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define Organizational Behavior.
2. Write the importance and need of studying organizational behavior
3. Differentiate Attitude from Value.
4. Write the need of understanding Human Behavior in any organization.
5. Differentiate Perception from Sensation.
6. Define the term "Group" Why Groups are formed, in any organization.
7. Differentiate a Leader from Manager.
8. What is Power? How it differs from Authority?
9. Differentiate organization conflict from Competition.
10. Differentiate effectiveness from efficiency.

PART B — (5 × 16 = 80 marks)

11. (a) How the Organizational Behavior is classified into different Models. Summarize the sum and substances of the four models of O.B. (16)

Or

- (b) Write the nature and scope of O.B and discuss how far the O.B is an inter disciplinary subject. (16)

12. (a) Explain different theories of Personality. In your opinion which theory is more comprehensive Give Reasons. (16)

Or

- (b) Define Motivation. Compare and contrast Maslow's hierarchy theory with Herzberg's two factor theory of Motivation (16)

13. (a) Write the different types of Groups, their stages of development and discuss the various factors which contribute for Group Cohesion. (16)

Or

- (b) What is decision making. Write the process of decision making in a Group. Discuss the various advantages and disadvantages of Group decision making. (16)

14. (a) What do you understand by leadership styles? Discuss the major styles of Leadership. (16)

Or

- (b) What do you mean by organizational politics. Why do organizational politics emerge? Discuss the various measures to avoid organizational politics. (16)

15. (a) What is organizational change? Write the major internal and external forces for change in organization. Why the change is resisted by individuals and groups and how the resistance can be prevented or overcome. (16)

Or

- (b) Define organizational effectiveness. What are the different approaches which have been developed to study Organizational Effectiveness. Do you agree with the view that it is difficult for organization to be effective Discuss? (16)

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Question Paper Code : 22006

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2015.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define OB.
2. What is the importance of OB?
3. What are the different theories of personality?
4. What is interpersonal perception?
5. Define communication.
6. What are the barriers in communication?
7. What are the different styles of leadership?
8. What is managerial grid?
9. What are the objectives of OD?
10. What do you mean by team building?

PART B — (5 × 16 = 80 marks)

11. (a) Explain the features of modern organizational development.

Or

- (b) Explain the behaviour models of decision maker in organizational decision making.

12. (a) What is learning? Explain any two learning theories you are familiar with.

Or

- (b) Explain Vroom's expectancy theory of motivation. How it is different from the porter and Lawler approach? Which is more useful in practice?

13. (a) "Organization chart provides a broad picture of positions of authority and their relationships in the organization structure". Examine this statement.

Or

- (b) Briefly describe the communication process model. Select a communication problem and determine the causes by applying the model in your analysis.

14. (a) What is Contingency Theory of Leadership? What leadership style does it refer to? Explain.

Or

- (b) What are the different sources of organizational power? Explain contingency model of power.

15. (a) "Change is basically positive". Discuss the pros and cons of this statement.

Or

- (b) Elaborate the various OD interventions. Explain how they improve the functioning of the organization.

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Question Paper Code : 22006

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2015.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define OB.
2. What is the importance of OB?
3. What are the different theories of personality?
4. What is interpersonal perception?
5. Define communication.
6. What are the barriers in communication?
7. What are the different styles of leadership?
8. What is managerial grid?
9. What are the objectives of OD?
10. What do you mean by team building?

PART B — (5 × 16 = 80 marks)

11. (a) Explain the features of modern organizational development.

Or

- (b) Explain the behaviour models of decision maker in organizational decision making.

12. (a) What is learning? Explain any two learning theories you are familiar with.

Or

- (b) Explain Vroom's expectancy theory of motivation. How it is different from the porter and Lawler approach? Which is more useful in practice?

13. (a) "Organization chart provides a broad picture of positions of authority and their relationships in the organization structure". Examine this statement.

Or

- (b) Briefly describe the communication process model. Select a communication problem and determine the causes by applying the model in your analysis.

14. (a) What is Contingency Theory of Leadership? What leadership style does it refer to? Explain.

Or

- (b) What are the different sources of organizational power? Explain contingency model of power.

15. (a) "Change is basically positive". Discuss the pros and cons of this statement.

Or

- (b) Elaborate the various OD interventions. Explain how they improve the functioning of the organization.

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Question Paper Code : 96004

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2014.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulations 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the objectives of OB?
2. What do you mean by learning?
3. What is group dynamics?
4. Define communication.
5. What are the different leadership styles?
6. Distinguish between leaders and managers.
7. What is mean by organizational change?
8. What do you mean by organizational climate?
9. Distinguish between proactive and reactive change.
10. Distinguish between effectiveness and efficiency.

PART B — (5 × 16 = 80 marks)

11. (a) Explain the features of modern organization behavior. Visualize the future of organization behavior.

Or

- (b) Explain the behavioural models of decision making in an organization.

12. (a) How does the study of personality helps in understanding organizational behavior?

Or

- (b) What are the barriers in communication? Explain the strategies for improving organizational communication.

13. (a) How does line and staff organization structure differ from pure line organization structure? What are the benefits and limitations of line and staff organization structure?

Or

- (b) Explain the significance of non-verbal communication in organization and explain different types of non-verbal communication.

14. (a) Define leadership. Explain the measure that can be taken for developing leadership ability of managers.

Or

- (b) Review the definition of organizational politics. Can an organization be totally free of political behaviours? What would it be like? How could you make it happen?

15. (a) Define job satisfaction. How does job satisfaction affect the productivity? Explain suitable measures to improve job satisfaction.

Or

- (b) Resistance to change is often viewed negatively. Discuss some possible benefits of resistance to change in an organization.

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Question Paper Code : 86004

M.B.A. DEGREE EXAMINATION, AUGUST 2013.

First Semester

DBA 1604 – ORGANIZATIONAL BEHAVIOUR

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the major behavioral science disciplines that contribute to Organizational Behaviour?
2. What are the fundamental concepts of Organizational Behaviour?
3. Define perception.
4. Define group.
5. Why do informal groups emerge in an organization?
6. What do you mean by Coercive Power?
7. What are the five bases of Power?
8. What is Job Satisfaction?
9. What are the functions of a Leader?
10. What is Organizational effectiveness?

PART B — (5 × 16 = 80 marks)

11. (a) Define Organizational Behaviour. Explain the need and importance Organizational Behaviour.

Or

- (b) Explain the emerging challenges and opportunities for Organizational behaviour.

12. (a) Explain various theories of Learning.

Or

(b) Explain the factors that influence perception.

13. (a) Describe in detail about the five stages of Group Development.

Or

(b) What are the key parts of Communication process? How do you distinguish between formal and Informal Communication?

14. (a) How can a competency and coaching approach develop leaders and make them effective in an organization?

Or

(b) Explain the main "competencies" that may be associated with an effective leader.

15. (a) What do you mean by Organizational Development Interventions? Describe the various Organizational Development Interventions.

Or

(b) What are the reasons for employees to resist change? Explain with suitable examples.

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Question Paper Code : 86004

M.B.A. DEGREE EXAMINATION, FEBRUARY/MARCH 2013.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Why is OB important for the management of human resources?
2. What is meant by "Hierarchy of Authority"?
3. List out some of the directions of communication.
4. Where does the individual level work attitude reflects in?
5. Write down the five styles of leadership according to Managerial grid.
6. What is Organisational Climate?
7. What is a Matrix organisation?
8. What does the term "Power" refers to in relation with OB?
9. What is the purpose of Planning in Change Management?
10. Distinguish "Aggressive" and "Assertive" roles.

PART B — (5 × 16 = 80 marks)

11. (a) Briefly discuss the various levels of organisational Behaviour.

Or

- (b) Explain the five factor theory of Personality.

12. (a) Explain the Classical conditioning theory.

Or

- (b) Discuss the factors that limits the accuracy of perception.

13. (a) Explain some of the modern organisation designs.

Or

- (b) What are the functions/uses of informal groups in an organisation? Do you think informal organisations are more influential than formal groups? Explain.

14. (a) In present scenario, do you think, "to be a leader" is more challenging than the past days. Explain with some of the changed requirement of leadership qualities in today's context.

Or

- (b) What are the negative effects of Organisational Politics? What is the relationship between power and Politics? Explain the strategies to minimise the Political behaviour.

15. (a) How does the Indian Organizations accommodate the changes due to globalization with regard to employee behaviour?

Or

- (b) Explain some of the methods used to overcome change resistance.

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Question Paper Code : 75504

M.B.A. DEGREE EXAMINATION, AUGUST 2012.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the key elements of OB?
2. What is supportive model?
3. Distinguish between Type A and Type B personality.
4. What are the types of Attitudes?
5. Define Group cohesiveness.
6. What is committee?
7. What is Leadership?
8. What do you mean by Legitimate power?
9. What is OD?
10. What are the factors influencing OE?

PART B — (5 × 16 = 80 marks)

11. (a) Discuss the benefits of studying OB.

Or

- (b) "Human behaviour is generally caused and predictable". — Explain.

12. (a) How does personality relate to organisational behaviour? Explain

Or

(b) Compare and contrast Maslow's need hierarchy theory with Herzberg's two-factor theory of motivation.

13. (a) Explain the stages of group development.

Or

(b) Explain how to make communication effective.

14. (a) "Resistance to change is a normal part of the process or change". What techniques would you use in overcoming such resistance?

Or

(b) Describe the steps in Team Building Process.

15. (a) Discuss the various types of Leadership styles.

Or

(b) What are the sources of power? How is power acquired in organisations?

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Question Paper Code : 85504

M.B.A. DEGREE EXAMINATION, FEBRUARY 2012.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is Organizational Behaviour?
2. Write the different foundation factors that determine human behaviour in an organization.
3. What is Personality?
4. Define Perception.
5. What is Attitude?
6. Write the major dimensions of social learning theory.
7. Distinguish Formal groups from Informal groups.
8. What is Quality Circle?
9. Distinguish Conflict from Competition.
10. What is Transactional Leadership?

PART B — (5 × 16 = 80 marks)

11. (a) What are the major challenges facing today's organizations and management? Briefly describe their developments. (16)

Or

- (b) Describe in detail the different Models used for the study of Organizational Behaviour. (16)

12. (a) Explain the different Personality Theories. Integrate the different features to get a satisfactory theory on Personality. (16)

Or

- (b) Critically examine Maslow and Herzberg theory of Motivation. In your opinion which one is more suitable to our Indian conditions. (16)
13. (a) Define Group Cohesiveness. Explain the relationship between Group Cohesiveness and Productivity and write the different factors that influence the Group Cohesiveness. (16)

Or

- (b) Describe the various factors involved in the formation of an organization structure. Bring out the importance of organization structure. (16)
14. (a) Between Fielder's theory and House Path-Goal Theory which one is more appealing to you? Justify the same. (16)

Or

- (b) Write the common qualities and traits of leadership. Differentiate formal and informal leadership characteristics. (16)
15. (a) Elucidate the concept of Organizational Climate and explain the different factors that affect the organizational climate. (16)

Or

- (b) What is Organizational effectiveness? How do you measure and achieve organizational effectiveness? (16)
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Question Paper Code : 95504

M.B.A. DEGREE EXAMINATION, AUGUST 2011.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2009/2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define Organisational behaviour.
2. Mention the scope of Organisational Behaviour.
3. What is perception?
4. What is meant by self-actualisation need?
5. What is Group norm?
6. What is Reference group?
7. What is transactional leadership style?
8. Distinguish between power and authority.
9. What are the major external reasons for change in organisations?
10. What is Quality of Work Life?

PART B — (5 × 16 = 80 marks)

11. (a) Describe the major challenges faced by management in the field of OB.

Or

- (b) Explain the different models of Organisational behaviour.

12. (a) Explain perceptual process and perceptual errors with suitable examples.

Or

(b) In Vroom's motivation model, what is valence, expectancy and instrumentality? How these variables relate to work motivation?

13. (a) Describe the factors influencing group cohesiveness.

Or

(b) How are group decisions made? How can group decisions be made more effective?

14. (a) Describe the factors that influence the effectiveness of leadership.

Or

(b) Describe the major reasons for organizational politics.

15. (a) Discuss the various interventions of OD.

Or

(b) Describe the various approaches to organisational effectiveness.

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Question Paper Code : 85504

M.B.A. DEGREE EXAMINATION, FEBRUARY 2011.

First Semester

DBA 1604 — ORGANISATIONAL BEHAVIOUR

(Regulation 2009/2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the key elements of OB?
2. Mention any two OB models.
3. What is Learning?
4. What is Stereotyping?
5. Define Group Cohesion.
6. What is quality circle?
7. Who is a Transactional Leader?
8. What is Legitimate Power?
9. What do you mean by Reactive Change?
10. State the factors underlying OE.

PART B — (5 × 16 = 80 marks)

11. (a) Discuss the major challenges facing OB.

Or

(b) Discuss the various models of OB.

12. (a) (i) Discuss the different personality factors influencing OB. (8)

(ii) Discuss the various ways to improve perception. (8)

Or

(b) Which motivational theories are suitable for Indian employees? Why?

13. (a) (i) Explain the stages in group development. (8)

(ii) Explain how group decisions can be made more effective. (8)

Or

(b) State the process and importance of communication with illustrations.

14. (a) Discuss the major functions of a Leader.

Or

(b) Why do organisational politics emerge? Discuss the measures to avoid it.

15. (a) What are the major determinants of Job Satisfaction? How will you measure it?

Or

(b) Describe the steps in organisational development process.

Reg. No. :

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Question Paper Code : GG 1504

M.B.A. DEGREE EXAMINATION, AUGUST 2010.

First Semester

DBA 1604 — ORGANISATIONAL BEHAVIOUR

(Regulation 2009/2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

Write a short notes on the following :

1. Scope of Organizational behavior.
2. Supportive model of Organizational Behavior.
3. Factors influencing personality.
4. Measurement of attitudes.
5. Group cohesiveness.
6. Trait theory of leadership.
7. Job satisfaction.
8. Sources of power.
9. Organizational change.
10. Team building.

PART B — (5 × 16 = 80 marks)

11. (a) Bring about the importance of organizational behavior in the present Industrial context? Explain the basic concepts of organizational behavior.

Or

- (b) Elucidate the basic approaches of organizational behavior.

12. (a) What is personality? Explain the major attributes of personality.

Or

(b) Explain the importance of perception in studying organizational behavior. How person's perception helps to make judgments?

13. (a) Elucidate the factors involving to form group structure.

Or

(b) What is group decision making? Bring out the different techniques of group decision making.

14. (a) Discuss the essential characteristics required for a good manager in the present economic recession.

Or

(b) Explain the different sources of power. How they create power centers in Organizations?

15. (a) What is Organizational climate? Explain the factors influencing organizational Climate.

Or

(b) How to achieve the organizational effectiveness taking the view of Indian Organizational context?

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Z 1504

M.B.A. DEGREE EXAMINATION, FEBRUARY 2009.

First Semester

DBA 1604 — ORGANISATIONAL BEHAVIOUR

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. State the importance of study of organisational behaviour.
2. What is perceptual process?
3. What is the scope of organisational behaviour?
4. State the characteristics of type A–personality.
5. What is group think?
6. What is role conflict?
7. Who is charismatic leader?
8. What are the responsibilities of power centers?
9. What is pro-active change?
10. What is team building?

PART B — (5 × 16 = 80 marks)

11. (a) Discuss the issues and challenges faced by organization in the present scenario.

Or

- (b) Explain the organisational behaviour models.

12. (a) What are the components of attitudes? How are they measured?

Or

- (b) Discuss the effect of motivation on work behaviour. Give illustrations.

13. (a) Explain group dynamics. How to develop the Team co-operation in organization?

Or

- (b) Mention the types of communication. State the impact of communication upon organisation.

14. (a) Explain the types of Leadership Styles. List out the characteristics of the good leader.

Or

- (b) Discuss power and politics in organisations. How to Manage this?

15. (a) What are the determinants of job satisfaction? How is it measured?

Or

- (b) State the methods by which organisational effectiveness can be achieved.
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Question Paper Code : YY 1504

M.B.A. DEGREE EXAMINATION, FEBRUARY 2010.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2009/2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define organizational behaviour.
2. Name two contributing disciplines to organisational behaviour.
3. What is positive reinforcement?
4. What does ERG stand for?
5. What is an in-group?
6. Name two dysfunctions of groups.
7. What do you mean by leadership substitute?
8. Name two sources of power.
9. List out the factors affecting organisational climate.
10. Define organisational development.

PART B — (5 × 16 = 80 marks)

11. (a) Briefly discuss the anchors of organisational behaviour.

Or

- (b) What is the need and importance of Organisational Behaviour to a manager?

12. (a) Explain in detail the classical conditioning experiment and the findings of the study.

Or

- (b) What are the functions of attitudes? How are they measured? Explain.

13. (a) What are the various theories of group formation? Explain.

Or

- (b) What are the various types of groups? Give examples.

14. (a) Write a detailed note on the different styles of leadership.

Or

- (b) With examples, explain the various forms of power.

15. (a) Why do people resist change? How do you overcome this problem? Discuss.

Or

- (b) Discuss the major organisational development interventions.

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LL 1604

M.B.A. DEGREE EXAMINATION, AUGUST 2009.

First Semester

DBA 1604 — ORGANIZATIONAL BEHAVIOUR

(Regulation 2007)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Determine the scope of Organisational Behaviour.
2. 'Human behaviour has a cause-effect relationship' – Justify.
3. List the skills of a manager.
4. State the terms that describe man's nature.
5. What is a group?
6. What are the functions of a group?
7. Define leadership.
8. What is expert power?
9. Define coercion.
10. List the general approaches to handle resistance in an organisation.

PART B — (5 × 16 = 80 marks)

11. (a) Bring out the importance of Organisational Behaviour. Brief the basic concepts which regard to the nature of people.

Or

- (b) Elaborate the characteristics of basic approaches of organisational behaviour.

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12. (a) Explain how individual differences can be assessed. Brief the stages of psychoanalytic formulation.

Or

(b) Discuss the key personality attributes. Identify the stages of personality development.

13. (a) Enumerate the characteristics of groups.

Or

(b) Explain the reasons for forming a group in detail.

14. (a) Differentiate power from authority. Explain the various types of power.

Or

(b) Explain the various effective and ineffective styles of leadership.

15. (a) Detail the steps in the process of OD. Explain its values.

Or

(b) Bring out the advantages of OD. Brief the steps involved in introducing a planned change.