

Solution: Organizational development refers to the systematic process to change the culture, systems and behaviour of an Organisation for solving its problems and achieving the organisational objectives. The basic objectives of organizational development are : to improve the organisational effectiveness and job satisfaction of the employees. The basic underlying values of organizational development involves; emphasis on supportive and creative opportunities for growth, developing the commitment, cooperation and enhancing the participation of employees.

The steps involved in the process of organisational development include : initial diagnosis, data collection, data feedback, selection of interventions, implementation of interventions, action planning and problem solving, team building, intergroup development and evaluation and follow up.

Organisational Development approaches consist of techno-structure approach and human processual approach. The organisational development strategies or interventions refer to an overall plan for integrating different organisational improvement activities over a period of time to accomplish organisational objectives.

It can be classified into structure related, task-technology related and people related interventions.

The major organisational development interventions are : diagnostic, team building, inter group activities, survey feedback methods, education and training programmes, techno-structural activities, process consultation, the management grid, mediation and negotiating activities, coaching and counselling, career planning and planning and goal setting activities.

OD process must be planned and managed systematically to get the successful result. The effective managing process involves : choosing receptive points, focusing on link pins, working with autonomous parts, using and developing internal resources