



SM – 538

VI Semester B.B.A. Examination, May/June 2018
(2016-17 and Onwards) (CBCS) (F+R)
BUSINESS ADMINISTRATION
Paper – HR – 6.5 : Elective Paper – III : Organisational Change and Development

Time : 3 Hours

Max. Marks : 70

Instruction : Answers should be written in **English** only.

SECTION – A

1. Answer **any 5** sub-questions. **Each** question carries **2** marks. (5×2=10)
- a) Define organisational change.
 - b) What is team intervention ?
 - c) What is idea generation ?
 - d) Who are change agents ?
 - e) What is role playing ?
 - f) What is refreezing ?
 - g) What is creativity ?

SECTION – B

- Answer **any 3** questions. **Each** question carries **6** marks. (3×6=18)
- 2. Explain the process of organisational development.
 - 3. What is MBO ? State the benefits of MBO.
 - 4. Explain briefly the different types of change agents.
 - 5. What are the benefits of Resistance ?
 - 6. Discuss the factors influencing creativity.

P.T.O.



SECTION – C

Answer **any 3** questions. **Each** question carries **14** marks. (3×14=42)

7. Explain the various steps in management change.
8. What are the organisational constraint to creativity and innovation ? How to overcome it ?
9. Briefly explain the classification of organisation development.
10. Bringout various approaches to organisation effectiveness.
11. Write a short note on :
 - a) Crisis management
 - b) Sensitivity training
 - c) Life and career planning.