

Roll No. _____

Total No. of Pages : 02

Total No. of Questions : 18

BBA (Sem.-5)

ORGANISATION CHANGE & DEVELOPMENT

Subject Code : BBA-532-18

M.Code : 78200

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B consists of FOUR Sub-sections : Units-I, II, III & IV.
3. Each Sub-section contains TWO questions each, carrying TEN marks each.
4. Student has to attempt any ONE question from each Sub-section.

SECTION-A

Write briefly :

- 1) Define OD.
- 2) Values and beliefs of OD.
- 3) Define parallel learning structures.
- 4) Why do people resist the changes?
- 5) Stages of OD process.
- 6) Participation.
- 7) T-groups and its characteristics.
- 8) Explain the concept of Career Anchors.
- 9) Quality movement in OD.
- 10) Future of OD.



SECTION-B

UNIT-I

- 11) Define organizational change. What are various types of change? Discuss various strategies of implementing organizational change?
- 12) Briefly explain the Kurt Lewin's model of planned change?

UNIT-II

- 13) Discuss in detail various forces influencing change. Why do people resist change? Suggest some measures to overcome the resistance to change.
- 14) a) Discuss in detail action research model of OD.
b) Discuss in detail Ethics in OD.

UNIT-III

- 15) Define OD Interventions. Discuss in detail various characteristics of OD interventions.
- 16) Define Team. What are characteristics of a good team? Briefly explain various team interventions with the help of examples.

UNIT-IV

- 17) Discuss in detail various issues in client and consultant relationship. Explain your answer with the help of suitable illustrations.
- 18) a) Explain third party peace making interventions for organizational change.
b) Discuss various contemporary issues in OD.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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SECTION-A

1. Write briefly :

- a) Systems theory
- b) Empowerment
- c) Six-box model of diagnosis
- d) Action research model
- e) Parallel learning structures
- f) Sources of power
- g) T-Groups
- h) Objectives of third party peace-making interventions.
- i) Types of team interventions
- j) Future of OD

SECTION-B

UNIT-I

2. Define planned change. Discuss various causes triggering the change. Also elaborate the steps for implementing planned change.
3. Define Team. What are various characteristics of an effective team? Briefly discuss the process of team formation.

UNIT-II

4. How do you define Organizational development? Discuss in detail the process of organizational development with the help of suitable examples.
5. Who do people resist change? Discuss various strategies for communicating change and overcoming resistance to change.

UNIT-III

6. Explain the term OD interventions. Discuss in detail the need and characteristics of OD interventions?
7. What do you understand by structural interventions? Elaborate various structural interventions that are effective in improving organizational structure and processes.

UNIT-IV

8. What do you mean by 'client-consultant relationship'? Explain various issues involved in the Client and consultant relationship in OD.
9. a) Write a note on ethical standards in OD.
b) Explain various concerns about quality in OD.

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