

VI Semester B.B.A. Degree Examination, August/September - 2023

BUSINESS ADMINISTRATION

Organizational Development and Change Management

(CBCS Scheme Freshers and Repeaters 2019-20)

Time : 3 Hours

Maximum Marks : 70

Instructions to Candidates:

Answer in english only.

SECTION - A

Answer any Five questions. Each question carries 2 marks.

(5×2=10)

1. a. Give the meaning of diagnosing.
- b. List a few key competencies of an OD practitioner.
- c. What is the meaning of unobtrusive.
- d. Mention any two limitations of survey feedback.
- e. Give the meaning of power.
- f. Describe Rational strategies.
- g. What is HRM intervention.

SECTION - B

Answer any Three questions. Each question carries 5 marks.

(3×5=15)

2. Discuss the methods of collecting diagnostic data.
3. Briefly explain the importance of change management.
4. What are the possible effects of feedback?
5. How to define effective interventions? Explain.

[P.T.O.]



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SECTION - C

Answer any **Three** questions. Each question carries **15** marks.

(3×15=45)

6. Elaborate the comprehensive model for diagnosing organisational systems.
 7. Discuss in detail the kurt Lewin's change model.
 8. What are the tactics of downsizing. Explain any two of them.
 9. Explain advantages and disadvantages of total quality management.
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VI Semester B.B.A. Degree Examination, September/October - 2022

BUSINESS ADMINISTRATION

Organisational Change and Development

(CBCS Scheme 2018 Repeaters)

Paper : 6.5

Time : 3 Hours

Maximum Marks : 70

Instructions to Candidates:

Answers should be written in english only.

SECTION-A

Answer any 5 sub-questions. Each sub-question carries 2 marks.

(5×2=10)

1. a. Define organisational change.
- b. What is creativity?
- c. What is MBO?
- d. Define organisational development.
- e. What do you mean by team interventions?
- f. What is PDCA cycle?
- g. List any 2 features of innovative organisation.

SECTION - B

Answer any 3 questions. Each questions carries 6 marks.

(3×6=18)

2. How do you achieve organisational effectiveness?
3. List out the recent OD interventions in organisations.
4. State the benefits of MBO.
5. Write a brief note on the components of creativity and innovation.
6. Discuss the factors influencing change.
7. Briefly explain the conditions for optimal success of organisational development (OD).

[P.T.O.]





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SECTION - C

Answer any 3 questions, each question carries 14 marks.

(3×14=42)

8. Explain the various steps in management change.
 9. Write short notes on comprehensive interventions and structural interventions.
 10. What are the organisational constraints to creativity and innovation? How to overcome it?
 11. Explain the nature and significance of organisational development.
 12. Write a brief note on the meaning of organisational effectiveness and problems in measurement of effectiveness.
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VI Semester B.B.A. Degree Examination, September/October - 2022

BUSINESS ADMINISTRATION

Organisational Development and Change Management

Paper : HR-6.6

(CBCS Scheme 2019-20 Freshers)

Maximum Marks : 70

Time : 3 Hours

Instructions to Candidates:

Answer should be written in English only.

SECTION - A

Answer any five sub-questions from the following each carries two marks. (5×2=10)

1. a. Define organizational effectiveness.
- b. What is survey data?
- c. Define organisational culture?
- d. What is the meaning of survey feedback.
- e. What do you mean by organisational design?
- f. Give the meaning of creativity.
- g. What is meant by change?



SECTION - B

Answer any Three questions. Each carries five marks.

(3×5=15)

2. Discuss the process of organization development?
3. Explain the advantages of matrix organisational structures?
4. Explain the components of a performance management system?
5. Explain the basis of organisational restructuring.

[P.T.O.]



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SECTION - C

Answer any **Three** questions. Each question carries **fifteen** marks.

(3×15=45)

6. Give the definition of organisational development? Explain the process of organisational development?
 7. Explain features and merits of learning organisation.
 8. Write short note on :
 - a. Inter - group team building interventions.
 - b. Techno structural interventions.
 - c. Human process interventions.
 9. What is the meaning of the term change? Explain the factors influencing change.
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