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Total No. of Pages : 02

Total No. of Questions : 09

BBA (Sem.-5)

ORGANISATION CHANGE AND DEVELOPMENT

Subject Code : BBA-532-18

M.Code : 78200

Date of Examination : 05-12-2024

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY** consisting of TEN questions carrying TWO marks each.
2. **SECTIONS-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

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.

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