



SA – 827

VI Semester B.B.M. Examination, April/May 2015  
(2014-15 and Onwards) (Fresh)

**BUSINESS MANAGEMENT**

**Paper – 6.5 : Elective Paper – III : Organizational Change and  
Development**

Time : 3 Hours

Max. Marks : 100

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

**SECTION – A**

1. Answer **any eight** questions from the following. **Each** question carries **two** marks. **(8x2=16)**
- Define refreezing.
  - What is structural change ?
  - Who are change agents ?
  - What is an organization ?
  - What do you mean by OD ?
  - What are quality circles ?
  - Give the meaning of job design.
  - What is leadership ?
  - What is creativity ?
  - What is technological constraint ?

**SECTION – B**

Answer **any three** questions. **Each** question carries **eight** marks. **(3x8=24)**

- Briefly explain the importance, nature and levels of change.
- What are the problems for measuring effectiveness ?
- Explain the benefits of OD.
- Define MBO. Explain the steps of MBO process.

P.T.O.



SECTION - C

Answer question No. 10 and any three of the remaining. Each question carries 15 marks. (4x15=60)

6. Bringout the various approaches to organizational effectiveness.
7. Explain the various team interventions aimed at improving team effectiveness.
8. Explain the components and factors influencing creativity and innovation.
9. Explain the various structural interventions.
10. What are the causes and methods of dealing with resistance to change ?

SECTION - B

(3x8=24)

- Answer any three questions. Each question carries eight marks.
1. Briefly explain the importance, nature and levels of change.
  2. What are the problems for measuring effectiveness ?
  3. Explain the benefits of OD.
  4. Define MBO. Explain the steps of MBO process.