



MS – 513

VI Semester B.B.M. Examination, May 2016
(2014-15 and Onwards) (Fresh + Repeaters)

BUSINESS MANAGEMENT

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

Time : 3 Hours

Max. Marks : 100

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

SECTION – A

1. Answer **any eight** questions from the following. **Each** question carries **two** marks. **(8×2=16)**
- a) What do you understand by organizational culture ?
 - b) What is unfreezing ?
 - c) What do you mean by incubation ?
 - d) What is PDCA cycle ?
 - e) What is team building ?
 - f) What are intervening variables ?
 - g) Outline any two limitations of MBO.
 - h) What is adaptive cycle ?
 - i) How do you enhance quality of work life ?
 - j) What do you mean by Grid training ?

SECTION – B

Answer **any three** questions. **Each** question carries **eight** marks. **(3×8=24)**

- 2. Enumerate the features of innovative organisations.
- 3. How do you achieve organisational effectiveness ?
- 4. Briefly explain socio-cultural interventions.
- 5. Outline the various steps in managing change effectively.

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SECTION - C

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

6. Define organisational change. Explain the factors or determinants influencing organisational change.
7. Define organisational development. Explain the various steps in the process of organisational development.
8. How do you create supportive environment for organisational innovation ? Outline the organisational constraints to creativity and innovation.
9. What is organisational effectiveness ? What are the factors influencing organisational effectiveness.
10. Write short notes on :
 - a) Force field analysis
 - b) Crisis management
 - c) Third party peace making interventions.