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**VI Semester B.B.A. Degree Examination, September - 2021**  
**BUSINESS ADMINISTRATION**  
**HR Group - Organisational Change and Development**  
**(CBCS Semester Scheme - Freshers/Regular 2018 Batch only)**  
**Paper : 6.5 (Elective - III)**

**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 **Two** marks. **(5×2=10)**

1. a) What do you mean by Organisational change?
- b) What is team building?
- c) What is the meaning of Grid training?
- d) Who are change agents?
- e) State any two advantages of MBO.
- f) Give the meaning of Creativity.
- g) What is role playing?

**SECTION - B**Answer any **THREE** questions. Each question carries **Six** marks. **(3×6=18)**

2. How do you achieve organisational effectiveness?
3. What are the benefits of organisational development?
4. How do you overcome resistance?
5. Briefly explain the different types of change agents.
6. Explain briefly socio - cultural interventions.

**[P.T.O.]**



## SECTION - C

Answer any **THREE** questions. Each question carries **Fourteen** marks. (3×14=42)

7. What is Innovation? Explain the factors influencing innovation.
  8. Mention the causes and methods of dealing with resistance to change.
  9. Explain the factors or determinants of influencing organisational change.
  10. Explain briefly various approaches to organisational effectiveness.
  11. Write a short note on :
    - a) Crisis Management.
    - b) Job Enrichment.
    - c) Life and career planning.
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