

**BBA**  
**6<sup>TH</sup> SEMESTER**  
**CHANGE MANAGEMENT**  
**BBA-29A**

Duration: 3 Hrs.

Marks: 70

{ Part : A (Objective) = 20 }  
{ Part : B (Descriptive) = 50 }

[ PART-B : Descriptive ]

Duration: 2 Hrs. 40 Mins.

Marks: 50

[ Answer question no. One (1) & any four (4) from the rest ]

1. What is conflict? Write down the process of conflict. Define negotiation and the types of third party negotiation. 2+5+3=10
2. What do you mean by organizational change? What are the major types of organizational change? Discuss the factors contributing in resistance to change. 2+4+4=10
3. What is organizational development? Describe the characteristics of organizational development. Explain the criteria for effective organization development interventions. 2+4+4=10
4. Define process of empowerment. What is the significance of empowerment? Discuss Randolph's empowerment model. 2+3+5=10
5. What is organizational learning? What are the units of organizational learning? Discuss the process of organizational learning 2+2+6=10
6. What do you understand by business ethics? What are its benefits? 3+7=10
7. What are the principles of corporate governance? State the need for corporate governance. 3+7=10
8. What are the conditions required for innovation to occur? Explain the stages of organizational innovation process. 3+7=10

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[ PART-A : Objective ]

Choose the correct answer from the following:

1X20=20

1. Organization development is a ..... process to enhance individual and organizational effectiveness by applying the behavioural science principles and practices in organizations.  
 a. Systematic  
 b. Positive  
 c. Neutral  
 d. Futuristic
2. Laboratory training is a small unstructured group which is also known as  
 a. L- group  
 b. T-group  
 c. S-group  
 d. Focus group
3. Values are beliefs about good and bad  
 a. True  
 b. False
4. A set of logical planned and sequenced events which are made to happen intended to bring about a change in the situation and enable reaching the target is called  
 a. Change  
 b. Intervention  
 c. Assumptions  
 d. Development
5. Diagnosis is a cyclical process that includes ....., interpretations and identification of possible problem areas and possible action programs.  
 a. Data gathering  
 b. Decision making  
 c. Goal setting  
 d. Conflict
6. Questionnaire are much more direct, personal, and flexible than surveys  
 a. True  
 b. False

7. Unobtrusive data are not collected straight away from respondents but from  
 a. Secondary source  
 b. Primary source  
 c. Tertiary source  
 d. Managers
8. .... includes a change in mission, restructuring operations, bringing in new technologies etc.  
 a. Organizational development  
 b. Organizational change  
 c. Organizational behaviour  
 d. None of the above
9. When leader of organization recognize need for major change and organize a plan to accomplish the plan, this is known as  
 a. Unplanned change  
 b. Planned change  
 c. Change  
 d. Incremental change
10. Status quo is a  
 a. Economic factors in resistance to change  
 b. Psychological factors in resistance to change  
 c. Social factors in resistance to change  
 d. Physiological factors in resistance to change
11. Person responsible for managing changes are called  
 a. Change agent  
 b. Mediator  
 c. Counselor  
 d. Negotiator
12. Empowerment means sharing power with  
 a. Shareholders  
 b. Consultant  
 c. Employees  
 d. Managers
13. There are ..... broad approaches to empowerment  
 a. 4  
 b. 5  
 c. 3  
 d. 1



UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



Question Paper CUM Answer Sheet

PART (A) : OBJECTIVE

Serial no. of the main Answer sheet

14. Learning that is provided by a set of organizational members is called
- a. Coaching
  - b. Organizational learning
  - c. Training
  - d. All of the above
15. The smallest unit of organizational learning is
- a. Individual learning
  - b. Group learning
  - c. Organizational learning
  - d. Industry learning
16. Process by which individuals/ teams produce novel and useful ideas called
- a. Creativity
  - b. Innovation
  - c. Information
  - d. Both a and b
17. Angrys and Schon (1996) identify..... levels of learning
- a. 2
  - b. 3
  - c. 7
  - d. 12
18. ....generally deals with what is right or wrong in the business.
- a. Ethics
  - b. Business ethics
  - c. Norms
  - d. Development
19. Incremental innovation completely changes the market
- a. True
  - b. False
20. Intergroup conflict occurs among members of same groups or teams
- a. True
  - b. False
- ==\*\*\*==

Course : .....

Semester : ..... Roll No : .....

Enrollment No : ..... Course code : .....

Course Title : .....

Session : 2016-17 Date : .....

Instructions / Guidelines

- > The paper contains twenty (20) / ten (10) questions.
- > The student shall write the answer in the box where it is provided.
- > The student shall not overwrite / erase any answer and no mark shall be given for such act.
- > Hand over the question paper cum answer sheet (Objective) within the allotted time (20 minutes / 10 minutes) to the invigilator.

Full Marks	Marks Obtained	Remarks
20		

Scrutinizer's Signature

Examiner's Signature

Invigilator's Signature