

Total No. of printed pages = 2

BBA 181403

Roll No. of candidate

28/2/22

--	--	--	--	--	--	--	--	--	--

BINA CHOWDHURY CENTRAL LIBRARY
(GINT & GIPS)
Azara, Hakhowapara
Guwahati - 781017

2022

B.B.A. 4th Semester End-Term Examination
ORGANISATIONAL CHANGE AND DEVELOPMENT

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks
for the questions.

Answer question No. 1 and any *four* from the rest.

1. Fill in the blanks: (10 × 1 = 10)
- Organizations with bureaucratic or _____ system, can't respond adequately to demand for change.
 - The Monopolies and Restrictive Trade Practices, 1971 was enacted to restrict _____ practices..
 - Change directed at the micro level and focused on units within an organization are termed as _____ changes.
 - Changes made in the system may not be effective until they are compatible with the organizational _____.
 - _____ is especially important during the unfreezing stage so that employees can become informed about the imminent change.
 - Crisis of _____ often occurs when, the organization has become too large and complex to be managed through formal programs and rigid systems.
 - _____ is a planned effort, initiated by process specialist to help an organization develop its skills, coping capabilities and linkage strategies.
 - _____ can be defined as a continuing process through which a person engages in a sequence of development of task necessary for personal growth in occupational life.

[Turn over

- (ix) _____ is a technique for examining and improving the interpersonal communication process leading to better interpersonal relationship among employees. (5)
- (x) _____ is a participative management technique normally applied in production line situations. (5)
2. (a) 'Organization' that don't bring change in timely ways are unlikely to survive' – Explain this statement. (7)
- (b) Discuss the factors that affect the change process. (8)
3. (a) Enlist the characteristics of planned change. (5)
- (b) State the concept of strategic change with an example. (5)
- (c) Point out the negative effects of manipulation. (5)
4. (a) What are the different techniques through which education and communication can be provided for overcoming resistance to change? (5)
- (b) Why do you think senior manager support is important for effective change management? (5)
- (c) What are the main features of the 'refreezing' state? (5)
5. (a) Management cannot change part of the organization without changing the whole. Justify this statement. (7)
- (b) Discuss Grenier's organizations' Growth Model. (8)
6. (a) Explain why organizational development is important? (5)
- (b) Elaborate the Action Research process. (10)
7. Write short notes on : (3 × 5 = 15)
- (a) Managerial Grid
- (b) Importance of Quality of work life
- (c) T-Group training