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End Semester Examination, December 2024
Program – BBA LLB (H)-5th Semester
ORGANISATIONAL DEVELOPMENT & CHANGE MANAGEMENT (SLMC313A)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1 *Attempt any five questions:*

1. What is the meaning of Organizational Development (OD)? [CO-1][L1]
2. List two factors that affect Organizational Development. [CO-1][L1]
3. Briefly describe the OD process. [CO-1][L2]
4. What are behavioral techniques in OD interventions? [CO-1][L2]
5. Define TQM and its link to a learning organization. [CO-1][L2]
6. Explain the role of a change agent in an organization. [CO-1][L2]
7. Mention two principles that guide change agents. [CO-1][L1]

2x5

PART-B

Q2. Discuss the characteristics and importance of Organizational Development. [CO-2][L2]

OR

Explain Lewin's Change Management Model and its stages. [CO-2][L2]

Q3. What are OD interventions? Describe the types of OD interventions. [CO-3][L2]

OR

Discuss non-behavioral techniques used in OD interventions. [CO-3][L3]

Q4. Describe the meaning and nature of organizational change. [CO-4][L2]

OR

Explain the process of organizational change. [CO-4][L2]

Q5. What are the sources of resistance to change? Give examples. [CO-5][L4]

OR

Discuss how organizations can deal with resistance to change. [CO-5][L3]