

(i) Printed Pages: 2

Roll No. ....

(ii) Questions : 14

Sub. Code : 

0	8	9	3
---	---	---	---

Exam. Code : 

0	0	2	5
---	---	---	---

**Bachelor of Business Administration 5<sup>th</sup> Semester**

**(2122)**

**ORGANIZATIONAL DEVELOPMENT**

**Paper : BBA-309**

**Time Allowed : Three Hours]**

**[Maximum Marks : 80**

**Note :—** Attempt **FOUR** short answer type questions from Section A. Attempt **TWO** questions each from sections B. and C respectively.

**SECTION—A**

1. What assumptions about people are implicit in organisational development ?
2. Why is that there are more cases of OD intervention failures than success ?
3. Explain CMBO.
4. Write a note on the objectives and limitations of Quality Circles.
5. 'Effective team building exercise may help members of some team's bond and learn to work together'. Comment.
6. Elaborate the features of a System Theory. 5×4=20



### SECTION—B

7. 'OD is not the panacea for all organisational evils'. Examine the statement and explain the steps in Organisation Development.
  8. How does Lewin's Model of change deal with resistance to change ? Explain.
  9. Write a note on the components of OD Process.
  10. What are the key ingredients in successful change management ? Discuss the pitfalls and how to avoid them ?
- 15×2=30

### SECTION—C

11. 'QWL is fundamentally a philosophy or an approach that can permeate many different activities in the workplace.' Discuss.
  12. Discuss the classification schemes to attain the objectives and targets of interventions.
  13. Discuss the Total Quality Management framework, TQM elements and the steps involved in implementing TQM.
  14. 'Team Building sessions often include many techniques and exercises.' Elaborate.
- 15×2=30