4+0=10

## BBA

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

Duration: 3 Hrs.		Marks: 70				
Ċ.	$ \left\{ \begin{array}{l} Part : A (Objective) = 20 \\ Part : B (Descriptive) = 50 \end{array} \right\} $					
[ PART-B : Descriptive ]						
I	Ouration: 2 Hrs. 40 Mins.	Marks: 50				
[ Answer question no. One (1) & any four (4) from the rest ]						
1.	What do you mean by business ethics? Discuss its benefits	3+7=10				
2.	Define negotiation? What are the types of third party negotiation? Discuss the process of negotiation.	2+3+5=10				
3.	What do you mean by innovation? What are the targets of innovation? Describe the conditions required for innovation to occur.	2+2+6=10				
4.	What do you mean by conflict? How can conflict be managed successfully?	3+7=10				
5.	Write notes on a)Laboratory training b) Talent management c) Action research d) Organization development intervention e) Unobtrusive measure of collecting data.	5x2=10				
6.	What do you mean by creativity? What are the components of creativity? Write down the steps involved in creative process.	2+2+6=10				
7.	What are the principles of corporate governance? State the need for corporate governance.	3+7=10				

6. Write down the characteristics of organization development. Discuss

the applications of organization development.

#### BBA

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

## [ PART-A: Objective ]

### Choose the correct answer from the following:

1X20=20

- 1. Economic factors in resistance to change include
  - a. skill obsolescence
  - b. status quo
  - c. sunk cost
  - d. fear of unknown
- 2. Laboratory training is also known as
  - a. L- group
  - b. T-group
  - c. S-group
  - d. Focus group
- 3. Person responsible for managing changes are called
  - a. mediator
  - b. internal change agent
  - c. external change agent
  - d. both b and c
- 4. Empowerment means sharing power with
  - a. shareholders
  - b. consultant
  - c. change agent
  - d. employees
- 5. The 3<sup>rd</sup> stage in the process of organizational learning is
  - a. knowledge sharing
  - b. knowledge maintain
  - c. knowledge interpretation
  - d. none of these
- 6. Business is described as an activity done by humans to produce or acquire
  - a. wealth
  - b. product
  - c. service
  - d. happiness
- 7. Unobtrusive data are collected from
  - a. Secondary source
  - b. Primary source
  - c. Tertiary source

- d. Managers

  8. In business, code of conduct refer to
- a. Profits
  - b. Ethics
  - c. Functions
  - d. Activities
- Act of controlling, directing and evaluating the activities of an organization is known as
  - a. Corporate Ethics
  - b. Corporate Responsibilities
  - c. Corporate Governance
  - d. None of these
- 10. Empowerment helps remove the conditions that causes
  - a. powerlessness
  - b. powerfulness
  - c. Resistance
  - d. None of these
- 11. Organizational learning include
  - a. R & D activities
  - b. Formal education of employees
  - c. Informal education of employees
  - d. All of these
- 12. Learning about improving the learning system itself is known as
  - a. Single loop learning
  - b. Double loop learning
  - c. Deuterolearning
  - d. None of these
- 13. Domain relevant skill is a component of
  - a. Creativity
  - b. Innovation
  - c. Empowerment
  - d. All of these
- 14. Process of making changes to something already established by introducing something new is called as
  - a. innovation
  - b. Organizational learning
  - c. Creativity
  - d. None of the above
- 15. Innovation that significantly improved production/delivery method is called as
  - a. Process innovation
  - b. Product innovation
  - c. Marketing innovation
  - d. All of these

6.	Process by which individuals/ teams produce novel and useful ideas called a. Creativity b. Innovation c. Information d. Both a and b	University of Science and Technology, N	Meghalaya		Date Stamp:
7. 8.	Angrys and Schon (1996) identify three levels of  a. Organizational learning b. Creativity c. Knowledge process d. Training  Business ethics generally deals with what is right or wrong in the business.	SESSION 2016-17  COURSEPAPER Code:  NAME OF THE PAPER:  SEMESTER			
	a. What is right in the business. b. What is wrong in the business.	Instructions to Candidates	For Obj		Session: 2016-17
	c. What is right or wrong in the business.	This answer booklet has 4 pages. Please check before	Type Qu		
	d. None of these	writing whether it is complete or in good condition.	Page No.	Marks	Course
9.	Approach-avoidance conflict is a type of	Do not write your name anywhere in the answer booklet.	3.65		Roll No.
	a. interpersonal	3. Write legibly on both sides of the paper			
	b. intrapersonal c. intergroup	4. You may use some space for any rough notes or calculation			Enrollment No
	d. All of these	on the answer booklet if you need. These rough notes,			Semester
	C	calculations must be scored out before submitting the answer			
40.	Conflict that occurs among members of same groups or teams  a. Intergroup conflict	booklet.			Name of the Paper
	b. Group conflict	Do not bring any book or loose paper in the examination			
	c. Organizational conflict d. None of these	hall.	Total		
		6. Do not tear any page from the answer booklet.	For Descriptive Type Questions		Paper Code
	********	7. Do not write anything on the question paper or blotting	Question No.	Marks	
		paper or any pieces of paper while you are in the examination			
		hall.			
		8. Any act of indiscipline or misbehavior in the examination hall			
		will result in your expulsion.			
		9. No examinee is allowed to leave the examination hall until			
		30 minutes lapse after the commencement of the examination.	7.		
		10. Additional answer sheet will be supplied after the main			
		answer booklet is completed.	900055		

Scrutinizer's Signature

Examiner's Signature

Total
Grand Total

Invigilator's Signature