



QP CODE: 24000584



Reg No : .....

Name : .....

**BBM DEGREE (CBCS) REGULAR / REAPPEARANCE EXAMINATIONS, MARCH 2024**

**Sixth Semester**

Bachelor of Business Management

**CORE COURSE - BM6CRT26 - GROUP DYNAMICS & ORGANISATIONAL CHANGE**

2017 Admission Onwards

262F4350

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What are informal groups?
2. Define role conflict.
3. Define interpersonal conflict.
4. What is manifest conflict?
5. What is deprivation?
6. Define stressors.
7. What is horizontal structure of organization?
8. What is referent power?
9. State the reasons for individual resistance.
10. What is MBO?
11. Define Organisational Effectiveness.
12. What is systems approach to OE?

(10×2=20)

**Part B**

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. What is group decision making? Explain the disadvantages of group decision making.
14. Distinguish between a team and a group.





15. Define conflict management. Explain the various styles of conflict management.
16. How stress is different from burnout?
17. Differentiate between process and territorial departmentalization.
18. State the reasons for organizational politics?
19. How is organizational culture created and sustained?
20. What are the steps involved in the change process? Discuss.
21. What is OE? Discuss the factors influencing OE of an organization.

(6×5=30)

### **Part C**

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain the various steps to be taken to introduce Quality Circles in our organization.
23. Define conflict. Explain the potential sources of conflict in an organization.
24. Explain the important typologies of organization. Is the Department of Police a mutual-benefit organization or a commonwealth organization?
25. What is the need for organizational change? What are the external and internal forces for change in an organization?

(2×15=30)

