

Time: 2½ hrs.

- Note:
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (08)
Attempt any 8)

- 1) _____ may be necessary when resistance comes from a powerful source.
(a) Education and communication (b) Coercion
(c) Facilitation and support (d) Negotiation
- 2) Organizations that are good at developing relevant capabilities to respond to a changing context are known as:
(a) Knowing organizations (b) Stretch organizations
(c) Learning organizations (d) None of the given options
- 3) What are the two types of change management?
(a) Real change and superficial change (b) Incremental change and circular change
(c) Radical change and transformational change (d) Incremental change and transformational change
- 4) Which of the following contexts would most suit a transformational leader?
(a) An organization that is in trouble (b) An organization that is performing well
(c) An organization in a stable environment (d) An organization in a mature industry
- 5) When grocery stores installed scanners to read the product price, this was an example of managing what change category?
(a) Technology (b) People
(c) Competitors. (d) Structure
- 6) The four most common leadership styles include all except:
(a) Authoritarian Style (b) Consensus oriented Style
(c) Aggressive style (d) Democratic Style

- 7) Several mature Indian organizations have initiated _____ change by changing the change levers:
- (a) growth (b) transformational
(c) declining (d) turnaround
- 8) In organizations, people who act as catalysts and assume the responsibility for managing the change process are called _____.
- (a) change masters (b) change agents
(c) operations managers (d) charismatic leaders
- 9) According to Kurt Lewin, which of the following is not a stage in the change process?
- (a) unfreezing (b) changing
(c) refreezing (d) restraining
- 10) Managers' options for change essentially fall into which three categories?
- (a) environment, technology, and mission (b) structure, technology, and people
(c) mission, structure, and people (d) mission, environment, and process

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) Lean Change Management is an ecosystem of modern change management ideas created by Jason Little.
- (2) The freezing stage "destabilizes the equilibrium" and "unleashes some energy for change".
- (3) This model of change, developed by Lewin, was a simplistic view of the process to change.
- (4) The Plan-Do-Check-Act Cycle was created by W. Edwards Deming.
- (5) Change management is faced with the fundamental difficulties of integration and navigation, and human factors.
- (6) To implement change successfully, determine why the change needs to happen in the first place.
- (7) People need to understand why change has to happen and how it will affect them.
- (8) Changes usually fail for human reasons
- (9) Effective communication is not required for effective change management.
- (10) Resistance to change can be defined as any obstacle that becomes an impediment to implementing change.

Q.2 A. Explain the sources of individual resistance to change. (08)

B. Explain the needs for individual change. (07)

OR

Q.2 Explain the six box model RTC. (15)

- Q.3 A. What are the positive impact to resistance to change? (08)**
B. Explain the levels of change. (07)

OR

- Q.3 What are the ways to manage role stress? (15)**

- Q.4 A. What are the determinants of successful change management? (08)**
B. What are the cause of change? (07)

OR

- Q.4 Explain change and importance of change. (15)**

- Q.5 What are the qualities required for an effective change agent? (15)**

OR

- Q.5 Write short notes on (Attempt any 3) (15)**

- (1) Organizational culture.
- (2) Individual change.
- (3) Classic skills for a leader.
- (4) Client and consultant Relationship
- (5) Behaviour modification model.

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