

Time: 2½ hrs.

Marks:75

- Note:**
1. All questions are compulsory with internal options.
 2. The figures to the right indicate full marks.
 3. Draw a 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) According to Kurt Lewin, which of the following is not a stage in the change process?

(a) Unfreezing	(b) Changing
(c) Refreezing	(d) Restraining
- (2) As a _____ the change agent must be observant and possess analytical skills.

(a) Detective	(b) Counsellor
(c) Expert	(d) Teachers
- (3) 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
- (4) _____ refers to the amount of efforts put into the change process.

(a) Rewards	(b) Energy
(c) Synergy	(d) Motivation
- (5) _____ means the degree to which employees are free to manage themselves or are not accountable to others .

(a) Individual	(b) Autonomy
(c) Integration	(d) Direction
- (6) Resistance to change is a _____ reaction.

(a) Normal	(b) Special
(c) Regular	(d) Structured
- (7) When grocery stores installed scanner to read the product price, this is an example of managing which change category ?

(a) Technology	(b) People
(c) Competitors	(d) Structure
- (8) A company that decides to decentralize its sales procedures is managing what change category?

(a) Technology	(b) People
(c) Competitors	(d) Structure
- (9) The understanding of change is important in facing challenges such as fears of _____.

(a) Lay-offs	(b) Demotion
(c) Downsizing	(d) Autonomy
- (10) _____ plays a big role in running a successful organisation.

(a) Trust	(b) Skills
(c) Self-interest	(d) Confidence

(B) State whether the following statements are True or False. (Attempt any 7) (07)

- (1) Employees face ethical dilemma in their daily work lives .
- (2) Chain sets of a sequence of supporting and relative change which are called Domino effect.
- (3) Evaluatory change is gradual, incremental and specifically focused.
- (4) Careful monitoring of the entire change process is essential in order to be able to measure its impact and evaluate its success.

- (5) Change is the coping process of moving from one present state to a desired state.
- (6) Knowledge explosion is not a part of social change.
- (7) Unfreezing ensures that employees are ready for change.
- (8) Education and communication do not help in overcoming resistance to change.
- (9) Change results from the pressure of forces which are both outside and inside the organisation.
- (10) Change is constant.

- Q.2 (a) What are the causes of change? (15)
OR
- Q.2 (p) Explain the levels change. (08)
(q) Discuss the behaviour modification model. (07)
- Q.3 (a) What are the qualities required for an effective change agent? (15)
OR
- Q.3 (p) Explain the classic skills of a leader. (08)
(q) What are the ways to manage role stress? (07)
- Q.4 (a) Discuss the techniques of role analysis. (15)
OR
- Q.4 (p) What are the positive impact of resistance to change? (08)
(q) Explain the six box model. (07)
- Q.5 (a) What are the factors determining the job expectations? (15)
OR
- Q.5 (p) Write short notes on (Attempt any 3) (15)
(1) External sources of change.
(2) Team building.
(3) Motivation.
(4) Action research.
(5) Importance of change.

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