

SYBMS (HR)

3/5/18

1 to 4:30 pm

Pg 2

Total Marks: 75

N. B. : All Questions are compulsory

Change Mgt's.

(L)

(70)

Q. P. Code: 34617

Duration: 2 ½ hrs

Q1) A. State whether true or false. (Answer any 8). (8 marks)

1. Careful monitoring of the entire change process is essential in order to be able to measure its impact and evaluate its success.
2. Change is the coping process of moving from one present state to a desired state.
3. Knowledge explosion is not part of social change.
4. Unfreezing ensures that employees are ready for change.
5. Education and communication does not help in overcoming resistance to change.
6. Change results from the pressure of forces which are both outside and inside the organisation.
7. Six box model is a Framework developed by American analyst Marvin Weisbord.
8. Total quality management is a technique developed to improve the efficiency of flexible work teams.
9. Team building focuses on building and maintaining effective interpersonal relationships.
10. Firm behaviour of the employees will maximize support and limit resistance to change.

B) Match the following. (Answer any 7)

(7 marks)

Sr. No.	Column 1	Column 2
1	HRM intervention	A Structural inertia
2	Organizational Resistance	B Soft concept
3	GRID training	C Loss of loyalty
4	Mentoring	D Formal group
5	Coercion	E Mediator
6	Conflicts	F Performance appraisal
7	Culture	G One to one discussion
8	Team intervention	H Difference of opinion
9	Negative impact	I Blake and Mouton
10	Change Agent	J Force

2)A) Explain in detail the types of change (8marks)

B) Discuss the A.J Leavitt's model of change (7 marks)

OR

C) Explain the sources of individual resistance to change (8 marks)

D) What are the most critical imperatives of change? (7 marks)

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Q3) A) Explain the concept of change and its positive impact (8 marks)

B) Discuss the merits and demerits of the Action Research Model (7 marks)

OR

C) Explain the importance of change in organizations (8 marks)

D) Elucidate the strategies to minimize resistance to change. (7 marks)

Q4) A) Discuss in details the steps for OD intervention (8 marks)

B) Discuss the Behaviour Modification Model (7marks)

OR

C) What are the role and functions of a change agent. (8 marks)

D) explain the phases for carrying out change. (7 marks)

Q5) A) Write a detailed note on "Client and Consultant Relationship" (8 marks)

B) What are the guidelines for a consultant and clients in such a relationship? (7 marks)

OR

C) Short Notes (answer any three) (15 Marks)

1. Evolutionary and Reactive Change

2. Strategic Interventions

3. Team Change

4. Role Analysis Technique

5. Systematic Approach to Change.
