

3/5/2019  
2.30 - 5.00 pm

SYBMS, Sem IV

(65) (4)

Paper / Subject Code: 78520 / Group C: Human Resource: Change Management

Pages - 02

Q.P. Code: 34618

Total Marks: 75

Duration: 2 ½ hrs

N. B. : All Questions are compulsory

Q1 A. Match the columns : (any 8)

(8)

	A		B
1	Emphasis on truth	a	Increase employee engagement
2	Deficiency in existing structure	b	Quality Circles
3	Fear of unknown	c	One to one discussion
4	Social media	d	Observant
5	Loss of loyalty	e	Assess functioning of organizations
6	Techno Structural Intervention	f	Imperative of change
7	Mentoring	g	Sudden and drastic
8	Detective	h	Introduction to something new
9	Revolutionary change	i	Negative impact
10	Six box model	j	Internal force

Q1 B. State whether the following statements are true or false: (any 7)

(7)

1. Implementing change is a straightforward activity.
2. T-Groups focus on the feelings and emotions of members in the group.
3. Mental stress is a negative impact of change management.
4. Comfort zone makes a person secure.
5. Resistance to change is abnormal reaction
6. Evolutionary change is specifically focussed.
7. As a lawyer a change agent should be knowledgeable and confident.
8. Change is necessary when the organisation is in crisis.
9. Changes at organisation level affects groups only.
10. Change is inevitable.

Q 2A. Discuss the imperatives of change.

(8)

Q 2B. State Expanded process model.

(7)

OR

Q 2C. Discuss the meaning and types of change in detail.

(15)

Q 3A. Explain the importance of team change.

(8)

Q 3B. What are the ways to overcome resistance to change?

(7)

OR

Q 3C. Describe the sources of individual and organizational sources of resistance to change (15)

Q 4A. Explain the steps for OD interventions. (8)  
Q 4B. Discuss in brief T Group training (7)

OR

Q 4C. Explain the ways to manage role stress. (8)  
Q 4D. Discuss the significance of coaching and mentoring to bring organizational effectiveness (7)

Q 5. A. Explain the qualities required for an effective change agent. (8)  
B. Write a note on "Client and Consultant Relationship" (7)

OR

Q 5 C. Write short notes on: (any 3) (15)  
1. Systematic Approach to Change  
2. Classic Skills of Leader  
3. Behaviour Modification Model  
4. Organizational Change  
5. Strategic Interventions