

Q. P. Code: 34616

Total Marks: 75

Duration: 2 ½ hrs

N. B. : All Questions are compulsory

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

(8 marks)

1. Proactive change is a change that is initiated by an organization.
2. Purpose of a change is to ensure that changes deliver expected results.
3. Empathy leads to improve communication between the client and the change agent.
4. Resource inadequacy causes stress.
5. Team level change does not encourage a team in adoption of a new way of doing their jobs
6. Action Research model was given by A.J. Leavitt.
7. Short term benefits include better understanding of the current system.
8. Management does not have control over internal driven changes.
9. Linkage refers to the degree of collaboration between the change agent and the client.
10. The objective of Total Quality Management is to minimize mistakes in all operational areas.

B) Match the following. (Answer any 7)

(7 marks)

Sr. No.	Column 1		Column 2
1	Conflict	A	Sensitivity Training
2	External Change	B	Positive benefits
3	Homophily	C	Difference of opinion among individuals
4	T-group	D	Actions of competitors
5	Leadership Skill	E	Value system
6	Rewards	F	People, task, structure, technology
7	Fear of the unknown	G	Role Analysis Technique
8	Organizational Culture	H	Introduction to something new
9	Thomas and Dayal	I	Degree of closeness and similarity
10	A. J. Leavitt Model	J	communication

Q2)A) Discuss in details the importance of Change

(8 marks)

B) Explain internal forces of change

(7 marks)

OR

C) Explain the resistance to change and sources of Organizational resistance to change (15 marks)

Q. P. Code: 34616

Q3) A) Explain in detail Kurt Lewin change model (8 marks)

B) Explain change and its negative impact (7 marks)

OR

C) Explain in details six box model of resistance to change (8 marks)

D) Explain in detail the strategies to overcome resistance to change. (7 marks)

Q4) A) Explain the different types of OD interventions (15 marks)

OR

B) What are the qualities required for an effective change agent? (8 marks)

C) What are the determinants of successful Change management? (7 marks)

Q5) A) what are the guidelines for a consultant in a client – consultant relationship? (8 marks)

B) What are the Classic skills for a leader? (7 marks)

OR

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

1. Anticipatory and incremental change

2. Role Stress

3. Levels of Change

4. Tips for clients in a client – consultant relationship

5. Functions of a change agent
