

05D423  
VCD05-04-2023 SYBMS (HR) SEM IV REG CHANGE MGMT 22-23 75 MARKS 2 ½ hrs.

Note: All Questions Are Compulsory subject to Internal Choice.  
All Questions Carry Equal Marks.

**Q. 1) Fill in the blanks (Any 8)**

(8)

1. \_\_\_\_\_ Change is a change that is initiated by an organization.  
(Proactive/reactive/technological/Individual)
2. \_\_\_\_\_ play an important role in organizational change  
(Planned/semi planned/unplanned/ semi structured)
3. \_\_\_\_\_ is the component of organization which facilitates the people to perform tasks.  
(Technology, structure, Task, system)
4. Change eliminates any adverse impact on \_\_\_\_\_.  
(Customers, Suppliers, Distributors, Manufacturer)
5. \_\_\_\_\_ in a team maybe more time consuming & tedious.  
(Co- ordination, Co- operation, Differences of opinion, conflict)
6. The \_\_\_\_\_ model can be used to diagnose employee resistance to change.  
(ADKAR, Six- box, A J Leavitt's)
7. \_\_\_\_\_ often interferes with ability to adapt to change  
( Ego/self-interest/Misunderstanding/habit)
8. \_\_\_\_\_ means the degree to which employees are free to manage themselves  
(Autonomy/Integration/Orientation/Ambiguity)
9. \_\_\_\_\_ refers to the degree of collaboration between the change agent and the client.  
(Co- ordination, Linkage, Implementation)
10. In ADKAR model R represent \_\_\_\_\_.  
(Reinforcement, Restructuring, Reenergizing ,Repositioning)

**Q1 B) Match the following. (ANY 7)**

(7)

- | Column A                  | Column B                |
|---------------------------|-------------------------|
| 1. Change Agent.          | 1. Broad Knowledge      |
| 2. Detective              | 2. Observant            |
| 3. Role ambiguity         | 3. Lack of clarity      |
| 4. GRID training          | 4. Blake & Mouton       |
| 5. Strategic Intervention | 5. SWOT Matrix          |
| 6. Poor Communication     | 6. Resistance to Change |
| 7. T group training       | 7. Sensitivity training |
| 8. Loss of loyalty        | 8. Negative Impact      |
| 9. Lewin                  | 9. Refreezing           |
| 10. Group level           | 10. Job design          |

Q. 2)

- a. State and explain the Action Research Model of change. (8)
- b. Elaborate the different types of change. (7)

OR

- c. Explain A J LEAVITT'S model of change. (8)
- d. Explain the External forces or causes of change management. (7)

Q. 3)

- a. Elaborate in detail the importance of Individual level change (8)
- b. Explain the limitation of team change. (7)

OR

- c. What is the negative impact to resistance to change? (8)
- d. What are the ways to overcome resistance to change? (7)

Q. 4)

- a. Explain the types or categories of Organizational Intervention. (15)

OR

- b. What are the classic skills of leaders. (8)
- c. Explain the six- box model of resistance to change. (7)

Q.5) Explain Kurt Lewin Model of Change along with its Advantages and Disadvantages. (15)

OR

Q. 5) Short Notes. (Any Three)

15 Marks

1. Systematic approach to change
2. Strategic Intervention.
3. T- group Training.
4. Team level change
5. Role Analysis Technique.