

(6 pages)

S.No. 9019

P 22 MBA 3 EH 5

(For candidates admitted from 2022–2023 onwards)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

Business Administration — Elective

CHANGE MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (20 marks)

Answer ALL the questions.

I. (A) Multiple choice questions: (5 × 1 = 5)

1. In high power distance cultures?

- (a) change tends to be implemented top down
- (b) change tends to be implemented bottom up.
- (c) leaders must consult lower level employees
- (d) change tends to be implemented horizontally

2. The three changes of the change process are?

- (a) Unfreezing, adjustment, and refreezing
- (b) Adjustment, unfreezing, and refreezing
- (c) Adjustment, unfreezing, and re-adjustment
- (d) Adjustment, re-adjustment, and unfreezing

3. The five stages of the coping cycle are (in order)?

- (a) Denial, defence, discarding, adaptation, internalization
- (b) Defence, denial, discarding, adaptation, internalization
- (c) Denial, resistance, discarding, adaptation, internalization
- (d) Denial, defence, resistance, adaptation, internalization

4. What is NOT one of the five stages of the negotiation process?

- (a) Preparation
- (b) Getting to know you"
- (c) Persuasion
- (d) Communication

5. Transformational change is often carried out?

- (a) by middle managers
- (b) top down
- (c) bottom up
- (d) after extensive consultation

(B) Fill in the blanks: (5 × 1 = 5)

6. Diagnosing organization groups and jobs is _____ phase in the model of planned change.

7. _____ effects that is consider a change an individual behavior.

8. _____ is the process in which an organization encourage employee to adopt behavior.

9. Leading changes has _____ type of significant challenges to overcome.

10. Management culture is something that has often been in development since its _____ into spirit of the company.

II. Answer ALL the questions: (5 × 2 = 10)

11. Write Short Note: Proactive and Reactive.

12. What is rethinking resistance?

13. What is Subculture Management?

14. What is Behavioral Implications?

15. What is Intervention Strategy?

SECTION B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

16. (a) Explain Different Types of Organizational Change.

Or

(b) What is Organizational Change and its Process?

17. (a) Describe Theoretical Framework for Organizational Change.

Or

(b) Explain Change Management Practice to improve Maintances Culture.

18. (a) Describe Culture Change Agent and their Role in Transforming Organization.

Or

- (b) What Leaders Need to Know About Organizational Subcultures?

19. (a) Explain Various Stages of Behavioral Implications of Change.

Or

- (b) Explain Major Reasons for Downsizing in organization.

20. (a) Explain Various Components of Emotional Knowledge Strategies.

Or

- (b) Explain Role of Leadership in Change Process.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

21. What are the Causes of and Rationales for Change.
22. What is the Difference between Proactive Management and Reactive Management.

23. Explain Handling Power and Political Issues Arising from Change.

24. Describe Paradoxical Consequences of Change.

25. Briefly Explain Technological Process factors in Intervention strategies.