

S.No. 8958

P 16 MBA 3 EH 3

(For candidates admitted from 2016–2017 onwards)

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

Business Administration — Elective

CHANGE MANAGEMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20)

Answer ALL questions.

1. Define Organizational Change.
2. What is Planned Change?
3. List two factors why employees are resistant to organizational change.
4. What is Group Resistance?
5. What is Culture?
6. Define Change Agent.
7. What are Behavioral implications?
8. What is Intendent Behavior?

9. What is Emotional knowledge?

10. Define leadership.

SECTION B — (5 × 5 = 25)

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

11. (a) Discuss the Internal organizational determinants of change.

Or

(b) Write Short note on corporate vision.

12. (a) Explain Lewin's model of Organization Change.

Or

(b) What are the barriers to Organizational Change?

13. (a) Explain role of power, politics and culture in Organizational development.

Or

(b) Discuss the role of Personnel Manager as a cultural change agent in Organization.

14. (a) What do you understand about unintended behavioral reaction?

Or

(b) Discuss the Intent and Paradoxical consequences of Change.

15. (a) What is an intervention Strategy? Discuss some of the structural intervention their applicability in organizational context.

Or

(b) Discuss the role of leadership in Change process.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

16. Explain the various forces responsible for Change in Organizations.

17. Discuss different methods of minimizing resistance to change in the organizations.

18. Explain the cultural intervention that transform any Organization.

19. Enumerate the Positive and negative functions of resistance.

20. Explain the contemporary challenges of leading changes in an organization.