



Name :

Roll No. :

Invigilator's Signature :

**CS/BBA(OLD)/SEM-6/BBAE-604D/2010
2010**

MANAGEMENT OF ORGANIZATIONAL CHANGE

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

10 × 1 = 10

- i) Full form of QWL is
 - a) Question With Law
 - b) Quality of Working Life
 - c) Quarrelling With Leader
 - d) Quality of Work Leader.
- ii) A culture in which the core values are intensely held and widely shared is known as
 - a) Weak culture
 - b) Traditional culture
 - c) Modern culture
 - d) Strong culture.



- iii) Quality circle is formed
- a) voluntarily
 - b) as imposed by the management
 - c) as per status
 - d) none of these.
- iv) A person who acts as catalyst and assumes the responsibility for managing change activity is known as
- a) Legal Agent
 - b) OD Agent
 - c) Local Agent
 - d) Change Agent.
- v) Individual resistances are seen due to
- a) Structural inertia
 - b) Group inertia
 - c) Habit
 - d) Threat to expertise.
- vi) Unfreezing-Movement-Refreezing is suggested by
- a) John Kotter
 - b) Kurt Lewin
 - c) Michael Black
 - d) Philip Kotter.
- vii) Training group that tries to change behaviour through unstructured group behaviour is called
- a) Formal training
 - b) Sensitivity training
 - c) Inhouse training
 - d) Job oriented training.
- viii) OD focuses on
- a) Principle
 - b) Learning
 - c) Practice
 - d) None of these.



- ix) Full form of MBO is
- Man Building Organisation
 - Management Behind Organisation
 - Management Building Organisation
 - Management by Objective.
- x) Organisation resistance occurs due to
- Habit
 - Security
 - Economic factor
 - Threat to establish power.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

- State the concept of organisational development.
- Define Change Agents. Give example.
- Write a note on Quality of Working life.
- Define sensitivity training. Give examples.
- Enumerate the concept of Transactional analysis as on OD tool.

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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. State the various approaches to managing change. Discuss about the Lewin's three-step model. 8 + 7
8. Write down the various OD intervention techniques. Discuss about any two of them. 5 + 10
9. State about Organizational Culture. Relate motivation with organizational climate. How can organizational climate be improved ? 4 + 5 + 6
10. What is Morale ? Mention the measurement of Morale. What is Morale-Productivity Matrix ? 3 + 5 + 7
11. Define the concept of Management by Objectives. State the Management by Objectives process. Mention four advantages and four limitations of it. 2 + 5 + 4 + 4

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