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Name:	
Roll No. :	To Grant Ly Karmbelly 2nd Excilored
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:

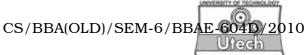
 $10\times1=10$ 

- 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)
- b) Traditional culture
  - c) Modern culture d) Strong culture.

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iii)	Qua	lity circle is formed			
	a)	voluntarily		As Photogram (N'Executings Staff Experient)	
	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)	Unfi	reezing-Movement-Refre	eezing	g is suggested by	
	a)	John Kotter	b)	Kurt Lewin	
	c)	Michael Black	d)	Philip Kotter.	
vii)	vii) Training group that tries to change behavious 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.	
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- ix) Full form of MBO is
  - a) Man Building Organisation
  - b) Management Behind Organisation
  - c) Management Building Organisation
  - d) Management by Objective.
- x) Organisation resistance occurs due to
  - a) Habit
  - b) Security
  - c) Economic factor
  - d) Threat to establish power.

#### **GROUP - B**

## (Short Answer Type Questions)

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

- 2. State the concept of organisational development.
- 3. Define Change Agents. Give example.
- 4. Write a note on Quality of Working life.
- 5. Define sensitivity training. Give examples.
- 6. 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.



- 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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