

PARUL UNIVERSITY
FACULTY OF COMMERCE
B.Com.(Hons) Summer 2022 – 23 Examination

Semester: 4**Subject Code: 16104252****Subject Name: Change Management****Date: 28-03-2023****Time: 10:30am to 01:00pm****Total Marks: 60****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.**A) Multiple choice type questions. (Each of one mark)****(06)**

1. _____ can be defined as the task of managing the change.
 - a) Change management
 - b) Organisational change
 - c) Organizational change management
 - d) Change climate
2. Organisation introduce change through people, people learn to adapt their attitude and are willing to meet changing environment is called _____.
 - a) Individual change
 - b) Organisational change
 - c) Behavioral change
 - d) Non-behavioural change
3. The Unfreezing-Moving-Refreezing model of change was given by _____.
 - a) Kurt Lewin
 - b) George Litwin
 - c) Rensis Likert
 - d) Jane Mouton
4. An important aspect of selecting a change agent is _____.
 - a) A person who has skills to address human aspects
 - b) A person who is an employee of the organization
 - c) a consultant
 - d) All of these
5. In _____ change outcomes, the dominant assumption is that intended change outcomes can be achieved as planned.
 - a) Intended
 - b) Planned
 - c) Incremental
 - d) Unplanned
6. _____ is a person who is responsible for initiating and managing change in the organisation.
 - a) Change Manager
 - b) Change Agent
 - c) General manager
 - d) Top management

B) Definitions / One-liners / Terms. (Each of one mark)**(06)**

1. Define change.
2. State the various role of top management while communicating change.
3. State the four phases of integrative model of planned change.
4. List out the two ways for evaluating change.
5. What do you mean by facilitating change?
6. Define change agent.

Q.2 Numerical / Short Note Questions. (Each of 04 mark)**(12)**

1. Discuss about nature of organizational change.
2. Explain about Kurt Lewin three step model of Organizational change.
3. Explain the methods of change management strategies.

Q.3 Answer the following. (Any Three)**(18)**

1. How to overcome resistance to change?
2. Explain about Kotter's eight-step plan of organizational change.
3. Discuss the methods of implementing change in organization.
4. Explain about function of change agent.

Q.4 Answer the following. (Any two)**(18)**

1. Describe the various types of change.
2. Enumerate in detail about how to act quickly according to the change and take action quickly.
3. Describe about feedback process.