

PARUL UNIVERSITY

FACULTY OF COMMERCE

B.Com. (Hons) Summer 2018-19 Examination

Semester: 4

Date: 15/04/2019

Subject Code: 16104252

Time:10:30am to 01:00pm

Subject Name: Change Management

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. A change agent can be a manager or non-manager or even an outside consultant.
 - a) True
 - b) False
2. Resistance to change can be reduced by communication.
 - a) True
 - b) False
3. Research suggests that the ability to easily accept and adapt to change is related to personality.
 - a) True
 - b) False
4. Bio feedback is relaxation technique
 - a) True
 - b) False
5. Team building seek to change the attitudes, stereotypes, and perceptions that groups have of each other
 - a) True
 - b) False
6. Change management systems involve reporting, controlling, and recording changes to the project baseline.
 - a) True
 - b) False

B) Explain Following Terms. (Each of one mark)

(06)

1. Organizational Feed Back
2. Monitoring And Evaluation (M&E)
3. Organizational Structure
4. Change Agent
5. Delta Technique
6. Full from of ADKAR Model

Q.2 Write a note on following Questions. (Each of 04 mark)

(12)

1. Explain Feedback Process
2. ADKAR model
3. Process of Organizational Change

Q.3 Answer the following Questions. (Any Three)

(18)

1. Write a short note on McKinsey 7 S Model
2. Explain the various classification of Organizational Structure
3. Types of change Agent – Explain in depth
4. Write a note on Factors affecting the choice of a change strategy

Q.4 Answer the following Questions. (Any two)

(18)

1. What are the Role and Competencies of a Change Agent
2. Elaborate various Phases of Change Management
3. Explain various Factors influencing /causes of organizational change