Seat No: _____

Enrollment No:

PARUL UNIVERSITY FACULTY OF COMMERCE

B.Com (Hons)

Mid Term Examination September - 2019

Date: 05/03/2019 Semester : IV **Subject Code : 16104252** Time: 08:00 AM to 10:00 AM Subject Name: CHANGE MANAGEMENT **Total Marks: 40 Instructions:** 1. Attempt all questions from each section 2. Figures to the right indicate full marks.

3. Make suitable assumptions wherever necessary.

Q. 1. MCQs.

- 1. open systems provides a framework for thinking about organizations (and parts of organizations) as a system of
- a) Distinct components that are embedded in, and strongly influenced by, a larger system
- b) Interrelated components that are part of, but not influenced by, a larger system
- c) Interrelated components that are embedded in a series of small systems
- d) Interrelated components that are embedded in, and strongly influenced by, a larger system

2. According to Schneider et al (2003, p.125), what makes an effective leader?

- a) Someone who can set a direction for change and influence others to achieve goals that improve internal and external alignment
- b) Someone who works independently to improve internal and external alignment
- c) Someone who doesn't try to influence others to achieve goals that improve internal and external alignment
- d) Someone who has the respect of their colleagues

3. Which four ideal types of process theories did Van de Ven and Poole (1995) identify?

- a) Evolutionary, developmental, binary, teleological
- b) Teleological, dialectical, life cycle, evolutionary
- c) Life cycle, dialectical, teleological, productive
- d) Teleological, dual process, evolutionary, life cycle

4. Teleological theories are prescriptive about the ordering of stages in the change process than life cycle theories. b) More

a) Less

5. Which of the following is an example of one of the four conditions that can promote increasing returns (according to Arthur, 1994)?

a) Good leadership

- c) Coordination
- b) Ongoing costs d) Inventiveness

6. What are the main three drivers of self-reinforcing sequences?

- a) Increasing returns, psychological commitment to past decisions, cognitive biases
- b) Increasing returns, positive feedback, unbiased decision-making
- c) Cognitive biases, psychological commitment to past decisions, supportive atmosphere
- d) Psychological commitment to past decisions, cognitive biases, diminishing return

(08)

- 7. Which of the following is one of two factors which can lead to decision-makers' escalation of commitment to past decisions?
 - a. The need to demonstrate their own competence
 - b. The need to be seen as flexible
 - c. The desire for someone else to step in and make decisions for them
 - d. The desire to be seen as logical
- 8. Edwards (2001) suggests that leaders have a tendency to classify decisions into --categories by comparing immediate decisions with _____.
- a) Completely different past decision scenarios
- b) Those decisions made by other people
- c) Similar past decision scenarios
- d) Similar decisions being made at the same time

Q. 2	A) Explain Role of Top Management Depth	(04)
•	B) Write a note on Lewin's Change Management Model	(04)
Q. 3	A) Explain McKinsey 7 S Model	(04)
	B) Write a short note on Resistance to Change	(04)
Q. 4	Fully Explain Phases of Change Management Process	(08)
	OR	
	Write an essay Methods and techniques of communicate change to employees	
Q. 5	Write a note on Following terms (Any 2 out of 3)	(08)
	a) Change Management Process Controlb) ADKAR model	
	c) Overcoming Resistance to Change	
	c) Overcoming resistance to onange	

Best of Luck