

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 3RD Semester of M.Sc. in HA
SPECIALISATION : Human Resource Management
SUBJECT : Managing Change in Organizations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Write an essay on the various types of changes in organizations. (10)
- Q.2. Evaluate **any two** models of organizational structure with their merits and de-merits.
OR
Describe **any two** models of diagnosis of organizational change. (10)
- Q.3. As an efficient entrepreneur, how would you manage the resistances to change in your organization?
OR
Differentiate between individual resistance and organizational resistance with suitable examples from the hospitality sector. (10)
- Q.4. Write short notes (**any two**):
(a) Planned change (b) Open system analysis
(c) Forces of change (d) Team empowerment (2x5=10)
- Q.5. What significant role data analysis and feedback play in evaluation?
OR
Enunciate the different methods of collecting data for the purpose of evaluation. (10)
- Q.6. "Every Manager is an agent of change". Justify the statement. (10)
- Q.7. Define and explain turnaround management with suitable examples. (10)

- Q.8. What are the various key factors in cultural change? Elaborate. (10)
- Q.9. What is intervention? What are the reasons for intervention to be used in an organization? (10)
- Q.10. Discuss the important factors which are responsible for changes in hotels. (10)
