

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

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. What do you understand by the term 'CHANGE'? Discuss **any four** theories of Change. (10)
- Q.2. Distinguish between Social and Cultural Change. List the factors responsible for Social Change. (10)
- Q.3. List the steps of Change Management. (10)
- Q.4. What are the key competencies required in a change agent? (10)
- Q.5. Elucidate the different Models of Change.
OR
Discuss the various strategies to Management Change in Enterprises. (10)
- Q.6. Who is a Change Agent? How will it be implemented in an organisation?
OR
Discuss the key roles of a Change Leader or a Change Intervenor. (10)
- Q.7. Write short notes on **any two** of the following:
(a) Force Field Analysis
(b) ADKAR Model
(c) Types of Resistance (2x5=10)

Q.8. What is an Organisational Culture? Explain the forces resisting the organisational change. (10)

Q.9. (a) Briefly state "Organizational Diagnosis".
(b) Chalk out and develop an effective diagnosis for a turnaround of a company. (5+5=10)

OR

Explain the different phases in Diagnosis. (10)

Q.10. List the steps involved in intergroup team building interventions.

OR

Explain the role and function of Implementation team. (10)
