

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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. (a) Describe different reasons for resistance to change.
(b) What are the sources of individual and organizational resistance?
(5+5=10)
- Q.2. Discuss the key role involved in managing change.
(10)
- Q.3. (a) What do you understand by job design as a method of structural intervention?
(b) Explain the reasons for using interventions in bringing change in an organisation.
(6+4=10)
- Q.4. (a) What is organisational culture?
(b) Explain the factors that influence organisational culture.
(4+6=10)
- Q.5. What are the key competencies required in a change agent?
(10)
- Q.6. Write short notes on **any two** of the following:
(a) Method of organisational change.
(b) Force field analysis.
(c) Types of resistance.
(2x5=10)
- Q.7. Explain Open System Analysis as a tool for Diagnostic Methodology.
(10)

- Q.8. (a) What do you understand by Organisational Diagnosis?
(b) How would an effective Organisational Diagnosis help managers? (5+5=10)

OR

Explain the different phases in Diagnosis. (10)

- Q.9. Explain the role and functions of the Implementation team.

OR

Explain the role of Chief Implementor. (10)

- Q.10. Explain the steps involved in intergroup team-building interventions. (10)

OR

Write short notes on the following:

- (a) Role Negotiation Technique
(b) Behaviour Modelling

(5+5=10)
