

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2019-2020

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. Define the following:
 (i) Burn out and rust out (ii) Reinforcement strategies (5+5=10)
- Q.2. (a) What is force field analysis?
 (b) Define turnaround management. Discuss with suitable example. (5+5=10)
- Q.3. How can you successfully manage change in times of transition in a business organisation?
OR
 Why do people resist change? What strategies can be applied to overcome the resistance to change? (10)
- Q.4. When should a consultant or an external change agent be used for organizational development? What role will a consultant play? (10)
- Q.5. Describe the different methods of collecting data for evaluation and explain action research approach for evaluation. (10)
- Q.6. Write short notes on **any two**:
 (a) Planned change (b) Brainstorming (c) Work redesign model (2x5=10)
- Q.7. Critically evaluate the group based approach to change. (10)
- Q.8. Changing socio cultural environment is affecting organisational structure. Justify your answer with suitable examples.
OR
 What is organisation culture? What role does it play in shaping change? Elucidate with example of strong and weak culture. (10)
- Q.9. (a) Briefly state organizational diagnosis.
 (b) Explain the role and function of implementation team. (5+5=10)
- OR**
- What is "Intervention"? Explain different reasons of interventions. (10)
- Q.10. How will you initiate change interaction in your organization? Explain process consultation. (10)
