

**BACHELOR OF BUSINESS ADMINISTRATION
SIXTH SEMESTER
CHANGE MANAGEMENT
BBA-604B**

Duration : 3 hrs.

Full Marks: 70

Time : 20 min.

(PART-A: Objective)

Marks : 20

Choose the correct answer from the following:

1X20=20

1. Which is that change where the change is radical in nature and is carried out in the whole organisation?
 - a. Revolutionary change
 - b. Transformational
 - c. Second order change
 - d. All the above
2. What is the other name of Planned Change?
 - a. Reactive change
 - b. Deliberate change
 - c. Proactive Change
 - d. Both B & C
3. Which is not a characteristic of Change?
 - a. Change is a continuum
 - b. Change does not take place in a vacuum
 - c. Change is not a Natural Phenomenon
 - d. One Change will generate other changes
4. Which is the Second step in the process of Zone of realizing the need for change?
 - a. Reassessment of alignment to Market
 - b. Change decision
 - c. Destabilize existing Business situation
 - d. Stabilize Change Plan
5. Which is the Stage-2 of Action Research Model?
 - a. Evaluation of Change
 - b. Introduction of an intervention
 - c. Diagnosing the need for change
 - d. Stabilization of change
6. Which step comes before 'Joint Action Planning' step of Action Research Model?
 - a. Problem Identification
 - b. Action
 - c. Feedback to a key client
 - d. Joint Diagnosis of the Problem
7. Which is that Zone of realising the need for change where people finally agree that change is required?
 - a. Zone of self- deception
 - b. Zone of self- Action
 - c. Zone of self- Resolution
 - d. None above
8. Which is a role of Management at the time of Change Management?
 - a. Demonstrate support for the change
 - b. Identify and manage resistance
 - c. Coach employees through the change
 - d. All the above

9. The individual or group that undertakes the task of initiating and managing change in an organization is known as a _____.
- a. Employee
c. Manager
- b. Change Agent
d. None above
10. Which role does not play by the participants of Change Management?
- a. Change Initiator
c. Change Aggrevator
- b. Change Facilitator
d. Change Implementers
11. Who does not get involved in managing change in an organization?
- a. Wholeseller
c. Senior Manager
- b. Project Team
d. Employees
12. Which is not an internal force of Change?
- a. Low satisfaction
c. New Mission
- b. Competition
d. New Leadership
13. Which skill is required by a Change Agent?
- a. Problem solving skill
c. Communication skill
- b. Effective listening skill
d. All the above
14. _____ step is the "roadmap" that identifies the beginning, the route to be taken and the destination in Change management Process.
- a. Communication
c. Plan for Change
- b. Celebrate Success
d. Review, Revise and Continuously improve
15. "Collect and analyse feedback" step comes under which phase of Change management Process?
- a. Preparing Phase
c. Reinforcing Phase
- b. Managing Phase
d. None above
16. Which is not a proper way to empower employees?
- a. Make sure everyone is on the same page
c. Remove roadblocks and provide assistance
- b. Recognize efforts and reward successes
d. Start with a unclear strategic vision
17. Summation of learning of all the employees is known as _____.
- a. Organizational Learning
c. Both of them
- b. Virtual Learning
d. None above
18. _____ can be define a a process leading to the generation of new ideas to create value for individuals as well as organizations.
- a. Innovation
c. Critical thinking
- b. Creativity
d. None above

19. Cross cultural dynamics means when in any organization more than one culture people are working together and there is any _____ due to that

- a. Coordination
- b. Cooperation
- c. Teamwork
- d. Clashes

20. _____ is about driving team members to facilitate change management.

- a. Group dynamics
- b. Teamwork
- c. Effective Leadership
- d. Solving gender issue

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(PART-B : Descriptive)

Time: 2 HRS 40 MINS

Marks : 50

[Answer question no.(1) & any four (4) from the rest]

1. Define 'Change' & 'Organizational Change'. Write shortly about various types of Change in an organization. Explain the process of Realizing the change with the help of a diagram 1+1+4+5=10
2. What do you understand by 'Organizational Development'? What do you understand by Effective Change Management? Explain the Lewin's Model of Change Management. 1+3+6=10
3. a. Explain various Characteristics of Change. 5+5=10
b. Explain various forces of Change with the help of a diagram.
4. Mention three different aspects of Change Management. Explain about primary as well as secondary elements of Change Management 2+4+4=10
5. a. Define Change Agent? Explain various qualities of Change Agent. 5+5=10
b. Explain the various needs for "Organizational Learning"
6. Define Change Management Process. Explain all the steps of Change Management Process. 2+8=10
7. a. "There exist a few ways to empower employees in the organization"- Justify. 5+5=10
b. What do you understand by Change Management Challenges? Explain.
8. a. What do you understand by Corporate Governance? Explain how Corporate Governance work at the time of Change Management. 5+5=10
b. "The successful implementation of change initiatives remains challenging sometimes due to gender issues'- justify

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