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GIET UNIVERSITY, GUNUPUR – 765022

M. B. A (Fourth Semester) Examinations, May' 2021

**MB 401 C - Organizational Change and Management**

Time: 2 hrs

Maximum: 50 Marks

**The figures in the right hand margin indicate marks.****PART – I: (Multiple Choice Questions)****(1 x 10 = 10 Marks)**Q. 1 Answer ALL questions

- a. The three stages of the change process are:
- (i) unfreezing, adjustment, and refreezing. (ii) adjustment, unfreezing, and refreezing.  
 (iii) adjustment, unfreezing, and re-adjustment. (iv) adjustment, re-adjustment, and unfreezing.
- b. Which of the following is not a method for diagnosing a problem?
- (i) interviews. (ii) questionnaires.  
 (iii) benchmarking. (iv) unobtrusive measures.
- c. Transformational change is often carried out:
- (i) by middle managers. (ii) top down  
 (iii) bottom up (iv) after extensive consultation.
- d. The two types of change management are:
- (i) Real change and superficial change (ii) Incremental change and circular change  
 (iii) Radical change and transformational change (iv) Incremental change and transformational change change
- e. The foundation for organisation culture are laid by:
- (i) Corporate members (ii) Competitors  
 (iii) Founders (iv) Industry standard
- f. In high power distance cultures:
- (i) change tends to be implemented top down. (ii) change tends to be implemented bottom up.  
 (iii) leaders must consult lower level employees. (iv) change tends to be implemented horizontally.
- g. Culture needs to be kept alive by
- (i) Workers (ii) Salesman  
 (iii) Top managers (iv) Human resource managers
- h. OD was founded on the belief that using behavioural science methods to increase collaborative problem solving would increase:-
- (i) Organizational effectiveness (ii) Organizational turnover  
 (iii) Organizational reputation (iv) Employee turnover
- i. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily
- (i) Organizational development (ii) Organizational change  
 (iii) Organizational culture (iv) Organizational conflicts
- j. A well-framed mission statement
- (i) defines specific performance objectives for the organisation. (ii) delineates which managers are responsible for what activities.  
 (iii) gives direction to a sense of purpose. (iv) defines the core technology on which the organisation is dependent

**PART – II : (Short Answer Questions)**

**(2 x 5 = 10 Marks)**

Q.2. Answer ALL questions

- a. What are the 2 Forces for Change?
- b. State the meaning of remedial change.
- c. How is organizational culture diagnosed?
- d. Write any two objectives of change agent training.
- e. Write the meaning of tacit knowledge.

**PART – III: (Long Answer Questions)**

**(6 x 5 = 30 Marks)**

Answer **ANY FIVE** questions.

3. What are the 7 R's of Change Management? Explain.
4. Describe Kotter's Eight-Step plan for implementing change.
5. Describe the concept of organisational culture.
6. Explain the process of organisational learning.
7. Differentiate between organisation culture and organisational climate.
8. Elucidate the classifications of OD interventions.
9. Discuss the evolution of organisational development.
10. Explain various types of knowledge in detail.

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