

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



[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

1. Which is that change where the change is radical in nature and is carried out in the whole organization?
 - a. Revolutionary
 - b. Evolutionary
 - c. Planned
 - d. Unplanned
2. What is the another name of Planned Change?
 - a. Proactive Change
 - b. Deliberate Change
 - c. Reactive change
 - d. Both a & b
3. 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
4. Which is not a characteristic of Change?
 - a. Change is a continuum
 - b. Change does not take place in a vacuum
 - c. One Change will generate other changes
 - d. Change is not a Natural Phenomenon
5. Which is true with the characteristics of effective change management?
 - a. It gives all the benefits envisioned prior to its execution
 - b. Increases the skills and readiness of the enterprise
 - c. Makes the enterprise more agile to external and internal needs
 - d. All the above
6. In which stage of Action Research Model, the Introduction of an Intervention arise?
 - a. Stage-1
 - b. Stage-2
 - c. Stage-3
 - d. Stage-4
7. What is the another name of Unplanned Change?
 - a. Proactive change
 - b. Accidental change
 - c. Deliberate change
 - d. None above
8. Which is the 5th step of Action Research Model?
 - a. Feedback to a key client or group
 - b. Joint diagnosis of the Problem
 - c. Joint action planning
 - d. Action

9. Which can not be an advantage of Action Research Model?
 - a. A Systematic Approach to Problem Resolution
 - b. Facilitates a Learning Culture
 - c. Facilitates conflicts
 - d. Facilitates Collaboration
10. Which is not an aspect of Change Management?
 - a. Adapting to Change
 - b. Controlling Change
 - c. Effecting Change
 - d. Resisting change
11. Which is not a Primary element of Change Management?
 - a. Organization Structure
 - b. Organization Venue
 - c. Organization Culture
 - d. Technology
12. Which is not a Secondary element of Change Management?
 - a. Corporate Governance
 - b. Governance Tools
 - c. Smooth Approval Processes
 - d. Process Automation
13. _____ are the people who identify the need for change in an organization.
 - a. Change Implementers
 - b. Change Facilitators
 - c. Change Initiators
 - d. Change Recipients
14. _____ are mostly consultants, understand change processes and assist the organisation to work through change issues.
 - a. Change Implementers
 - b. Change Facilitators
 - c. Change Initiators
 - d. Change Recipients
15. Who does not get involved in managing change in an organization?
 - a. Employees
 - b. Managers & Supervisors
 - c. Senior Managers
 - d. Government
16. How many phases are there in Change management process?
 - a. 2 phases
 - b. 3 phases
 - c. 4 phases
 - d. 5 phases
17. Which activity does not come under Preparing for Change (Phase-1)?
 - a. Define your change management strategy
 - b. Prepare your change management Team
 - c. Collect & analyze feedback
 - d. Develop your sponsorship model
18. Which is not a change management challenge?
 - a. Scheduling issues
 - b. Resource management
 - c. Multiple points of view
 - d. Acceptance of change
19. _____ in the business world refers to a company's efforts to ensure that its people interact effectively with professionals from backgrounds different from their own.
 - a. Cross culture
 - b. Teamwork
 - c. Business ethics
 - d. Empowerment
20. _____ is the system by which companies are directed and controlled.
 - a. Empowerment
 - b. Cross culture
 - c. Corporate governance
 - d. None above

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

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| 1. Define 'Change' & 'Organizational Change'. Explain the process of Realizing the change with the help of a diagram. Write any eight objectives of Change Management. | 2+4+4=10 |
| 2. Explain the Lewin's Model of Change Management. Explain the characteristics of Change. | 7+3=10 |
| 3. What do you understand by Change Agent? Explain various types of Change Agent in an organization. Write the qualities of Change Agent. | 1+5+4=10 |
| 4. a) "There are two types of forces of change"- Explain those forces.
b) "There are some specific steps that have proven useful in past change programs to overcome power & politics in an organization"- explain | 5+5=10 |
| 5. Define Change Management Process. Explain various steps of Change Management Process | 2+8=10 |
| 6. a) What do you understand by Organizational Learning? Write various needs for organizational learning.
b) Define Creativity. Explain the Four Steps related to Creativity, Innovation & Change in Organization with the help of a diagram. | 5+5=10 |
| 7. What is business Ethics? Explain a few tips to implement ethics in an organization. | 2+8=10 |
| 8. Define teamwork. Explain how teamwork can be encouraged at the time of implementing new changes in an organization. "Cross cultural dynamics influence organizational change"- Justify. | 1+6+3=10 |

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