

Time: 2½ hrs.

Marks: 75

- Note:**
1. All questions are compulsory with internal options.
  2. Figures to the right indicate full marks.
  3. Draw neat diagram wherever necessary.

**Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (08)**  
**(Attempt any 8)**

- (1) One of the reasons employees resist change is \_\_\_\_\_.
  - A. Improved teamwork
  - B. Clear communication from leadership
  - C. Fear of the unknown
  - D. Higher engagement in organizational goals
- (2) \_\_\_\_\_ type of change is unpredictable and often caused by external pressures.
  - A. Incremental change
  - B. Happened change
  - C. Strategic change
  - D. Planned change
- (3) At \_\_\_\_\_ level does change involve shifts in attitudes, skills, knowledge, and behaviours.
  - A. Organizational level
  - B. Group level
  - C. Individual level
  - D. Strategic level
- (4) \_\_\_\_\_ among the following is responsible for leading change initiatives in an organization.
  - A. Consultant
  - B. Innovator
  - C. Leader
  - D. Mediator
- (5) \_\_\_\_\_ are the four components of Leavitt's Diamond Model.
  - A. Motivation, Goals, People, Structure
  - B. Tasks, People, Structure, Technology
  - C. Strategy, Culture, Change, Leadership
  - D. Resistance, Planning, Implementation, Review
- (6) \_\_\_\_\_ of the following is a negative impact of change.
  - A. Encouraging innovation
  - B. Increased efficiency
  - C. Mental stress
  - D. Improved attitudes
- (7) \_\_\_\_\_ of the following is NOT a type of resistance to change.
  - A. Active Resistance
  - B. Behavioral Resistance
  - C. Motivational Resistance
  - D. Cognitive Resistance
- (8) \_\_\_\_\_ model helps in diagnosing organizational inefficiencies and misalignments.
  - A. Kurt Lewin's Change Model
  - B. Weisbord's Six-Box Model
  - C. Kotter's 8-Step Change Model
  - D. ADKAR Model

- (9) \_\_\_\_\_ of the following is NOT a quality required for an effective change agent.
- Sensitivity and maturity
  - Homophily
  - Isolation
  - Empathy
- (10) \_\_\_\_\_ is the key principle for a consultant-client relationship.
- Avoiding open communication
  - Being clear and honest about expectations
  - Keeping feedback informal and unstructured
  - Prioritizing the consultant's viewpoint over the client's

**(B) State whether the following statements are true or false. (Attempt any 7) (07)**

- Kurt Lewin's change model consists of four stages.
- Strategic change is implemented at the individual level only.
- Empathy is a required quality for an effective change agent.
- Communication has no role in managing resistance to change.
- Encouraging innovation is a negative impact of change.
- Technological advancements are one of the external forces of change.
- Collaboration with employees in the change process increases resistance.
- Change agents can only be internal members of an organization.
- Planned change requires a significant commitment of time and resources.
- Cognitive resistance happens when individuals refuse to accept new ideas.

Q.2 a) Explain in detail the types of change. (08)

b) Explain Kurt Lewin's Change model in detail. (07)

OR

Q.2 c) Discuss A.J. Leavitt's model. (08)

d) Elucidate on the causes of change. (07)

Q.3 a) Discuss the positive and negative impacts of change. (15)

OR

Q.3 b) Explain the limitations of Team change. (08)

c) Explain the importance of Individual Change. (07)

Q.4 a) Explain the six-box model of RTC. (08)

b) Elaborate on the causes of resistance to change. (07)

OR

Q.4 c) Explain Role Stress and Elaborate on the commonly experienced role stressors in the organization. (08)

d) Elucidate the strategies to overcome resistance to change (07)

Q.5 a) What are the qualities required for an effective change agent? (15)

OR

Q.5 Write short notes on (Attempt any 3) (15)

- Role Analysis Technique (RAT)
- Stages of implementing change
- Levels of change
- Coaching and mentoring
- T-Group