

Total No. of Pages : 2

Register Number :

**6934**

Name of the Candidate :

**M.B.A. DEGREE EXAMINATION MAY 2014.****(APPLIED MANAGEMENT)****(SECOND YEAR)****251 — MANAGING CHANGE IN ORGANISATIONS**

Time : Three hours

Maximum : 75 marks

---

**SECTION A**

**Answer any FIVE questions. (5 × 3 = 15)**  
**All questions carry equal marks.**

1. What is change management?
2. Define organisational diagnosis.
3. What is resistance to change?
4. What is OD?
5. Define process consultation.
6. What is work redesign?
7. Define merger.
8. Who is a change agent?

**SECTION B**

**Answer any THREE questions. (3 × 10 = 30)**  
**All questions carry equal marks.**

9. Explain the issues in organisational diagnosis.
10. Explain the role of internal change agent in managing change.
11. Explain process consultation with an example.
12. Explain the process of acquisition with an example.
13. Explain various employee reactions towards organisational change.

**SECTION C****Answer any ONE question.****(1 × 15 = 15)**

14. Explain the impact of organisational culture over change.
15. Explain the skills required for a change agent.
16. Explain the factors to be considered while planning for a change.

**SECTION D****(Compulsory)****(1 × 15 = 15)**

17. Discuss the steps in planning and implementation of OD process in an NGO.
- 

[www.FirstRanker.com](http://www.FirstRanker.com)