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SYBMS (HR)

PEE3ACH

20/3/2017

Regwan.

Marks: 75

Time: 2 & 1/2 Hours

Change Management

- Notes: -
1. Attempt all the questions.
 2. All questions carry equal marks.
 3. Attempt any 2 out of a, b and c from Q. No. 1 to Q.No.4

Q1.a) Define organizational change and enumerate its characteristics along with its components. (7.5)

Q1.b) Describe various levels of change taking place in organizations. (7.5)

Q1.c) Describe Kurt Lewins model of change. (7.5)

Q2.a) Write a note on team level change. (7.5)

Q2.b) Describe positive impact of change. (7.5)

Q2.c) Enumerate various sources of individual resistance to change. (7.5)

Q3.a) Explain various causes of resistance to change. (7.5)

Q3.b) Describe Six Box Model. (7.5)

Q3.c) Explain various strategies to overcome resistance to change. (7.5)

Q4.a) Describe role and functions of change agent. (7.5)

Q4.b) Explain determinants of successful change management. (7.5)

Q4c.) Write a note on qualities to become effective change agent. (7.5)

Q5. Study the following case and answer the questions given below:

(15)

CARLY FIORINA AND HER EXPERT LEADERSHIP:

Carly Fiorina, the CEO of HP, is the first woman to head a Dow 30 company. Ever since Fortune magazine started bringing out its list of the most powerful women in business, Fiorina has held the first position. Her ability to take a company into the modern age was exhibited at Lucent Technologies, where she worked before taking over the reins at HP. Fiorina thinks and plans for the long run. She is considered an innovation guru who is fully conversant with the changes springing up in the Net age. She is comfortable with the complexities of finance and is believed to have the required skills to move HP into Internet technologies in a big way. This expertise proved immensely beneficial in ensuring a smooth merge with Compaq. Her handling of the merger process earned her respect from her own employees as well as outsiders.

1. Give highlights of the case.
2. List out various qualities of Carly Fiorina.
3. Explain in brief various types of change.