

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE	:	3 RD Semester of M.Sc. in HA	
SPECIALISATION	:	Human Resource Management	
SUBJECT	:	Managing Change in Organizations	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) What is an Organisational Culture?
(b) List and explain the factors affecting organisational culture. (5+5=10)
- Q.2. Evaluate **any two** Models of organisational structure stating pros and cons. (10)
- Q.3. List the steps involved in Change Management. (10)
- Q.4. Comprehend and justify the need of Open Tool Analysis in Diagnostic Methodology. (10)
- Q.5. Write short notes on **any two** of the following:
(a) Planned Change
(b) Role Negotiation Technique
(c) Methods of Organisational Change (2x5=10)
- Q.6. Define and explain turnaround Management with reference to intervention.
OR
What is Force Field Analysis? (10)
- Q.7. What is "Intervention". Explain different reasons of interventions.
OR
List the steps involved in Intergroup Team Building Interventions. (10)

Q.8. What are the key competencies required in a change agent? (10)

Q.9. (a) Briefly state 'Organisational Diagnosis'.
(b) Chalk out and develop an effective diagnosis for a turnaround of your company. (5+5=10)

OR

Explain Behaviour Modeling. How is it useful for Change Agents to turnaround Management. (10)

Q.10. Explain the role of a Chief Implementer.

OR

Explain the role and function of Implementation Team. (10)
