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**SVKM'S NMIMS UNIVERSITY
SCHOOL OF DISTANCE LEARNING**

Programme: DHRM/PGDHRM SEM –II

Subject: Managing Change in Organisations
Marks: 100

Date : 6.01.2010
Time : 3 hrs (11 a.m. to 2 p.m.)

Instructions: Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

- NB:** 1. Answer to each new question to be started on a fresh page.
2. Figure in brackets indicate full marks.

Q1. Attempt any 2

(Marks : 10)

- a. Organisational culture is the personality of the organisation. – define organizational culture and its dimension with the example of any one organisation.
- b. Taking the example of any organisation state why organisations need to change.
- c. Group resistance to change
- d. Models of Organisational change

Q2. Write Short notes on any 3

(Marks : 15)

- a. Level's of Cultural Maturity
- b. Process of Organisational Change
- c. Making change management more effective
- d. Manager as agent of change
- e. Effective implementation of change

Q3. Attempt any 3

(Marks : 45)

- a. Describe the various organizational development techniques used in managing change
- b. You are the HR Manager and your company has been acquired by another company, employees are in a panic – what steps would you take to manage employees
- c. Levels of Culture
- d. External change agent
- e. Interventions in org change

Q4. Case Study

(Marks : 30)

You are the HR Head of a 1000 Cr Turnover Pharmaceutical Company called Dawa Ltd. The company has recently acquired a 500 Cr company Aayush. Dawa is a Mumbai based company having an employee strength of 400 employees in the Management Cadre and 2000 employees in the Field force. Aayush is a smaller organisation with 150 employees in the Management cadre based in Mumbai, with a Field force of 400 people.

- a. You being the Head HR, enlist the steps that you would take to ensure smooth transition of employees from Aayush to Dawa .
- b. What are the challenges that you envision this acquisition would bring and how would you manage those challenges ?

Modעות / Hezle SW

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Programme:**

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Q1. Attempt any 2

(Marks : 10)

- a. Organisational culture is the personality of the organisation. – define organizational culture and its dimension with the example of any one organisation.
- ~~b. Planned and Un-planned change~~
- c. Taking the example of any organisation state why organisations need to change.
- d. Group resistance to change
- ~~e. Diagnostic methods qualitative change~~
- f. Models of Organisational change

Q2. Write Short notes on any 2 3

(Marks : 15)

- ~~a. Second order change~~
- ~~b. 7-Cs of change~~
- c. Level's of Cultural Maturity
- d. Process of Organisational Change
- e. Making change management more effective
- f. Manager as agent of change
- g. Effective implementation of change

Q3. Attempt any 3

(Marks : 45)

- ~~a. Using the PROCESS Model state the culture of your organisation.~~
- ~~b. What are the causes and symptoms of stress ?~~
- c. Describe the various organizational development techniques used in managing change
- d. You are the HR Manager and your company has been acquired by another company, employees are in a panic – what steps would you take to manage employees
- e. Levels of Culture
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Final
Sundar Kogut
17/12/2009

- a. You being the Head HR, enlist the steps that you would take to ensure smooth transition of employees from Aayush to Dawa
- b. What are the challenges that you envision this acquisition would bring and how would you manage those challenges

TO BE MODIFIED

NOT IN STUDY MATERIALS

SVKM'S NMIMS UNIVERSITY
SCHOOL OF DISTANCE LEARNING
Programme:

Tejashree
MODIFIED

Madhurya
- S. Hegde
15/12

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Q1. Attempt any 2 out of any 4

(Marks : 10)

- a. Organisational culture is the personality of the organisation. – define organizational culture and its dimension with the example of any one organisation.
- b. Planned and Un-planned change
- c. Taking the example of any organisation state why organisations need to change.
- d. Group resistance to change

Q2. Write Short notes on any 2 out of 5

(Marks : 15)

- a. Second order change
- b. 7 Cs of change
- c. Level's of Cultural Maturity
- d. Process of Organisational Change
- e. Making change management more effective

Q3. Attempt any 3 out of 5

(Marks : 45)

- a. Using the PROCESS Model state the culture of your organisation.
- b. What are the causes and symptoms of stress ?
- c. Describe the various organizational development techniques used in managing change
- d. You are the HR Manager and your company has been acquired by another company, employees are in a panic – what steps would you take to manage employees
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Q4. Case Study

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(Marks : 15)

- a. Second order change
- b. Planned and Unplanned Change
- c. Level's of Cultural Maturity
- d. Process of Organisational Change
- e. Making change management more effective } *May be overlapping*

Q3. Attempt any 3 out of 5

(Marks : 45)

- a. Using the PROCESS Model state the culture of your organisation. *Count of Syllabus*
- b. What are the causes and symptoms of stress ?
- c. Describe the various organizational development techniques used in managing change
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