

Roll No.																			
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



**PRESIDENCY
UNIVERSITY**
BENGALURU

School of Management
Mid-Term Examinations - Nov 2024

Semester: V

Course Code: BBA3017

Course Name: Organizational change and development

Program: BBA H01

Date: 06-11-2024

Time: 02:00pm - 03:30pm

Max Marks: 50

Weightage: 25%

Instructions:

(i) Read all questions carefully and answer accordingly.

(ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 2marks.

2Mx5Q=10M

- | | | | | |
|----------|---|---------|------------|-----|
| 1 | How can organizations overcome challenges during transformational change? | 2 Marks | Remember | C01 |
| 2 | Identify factors that lead to organizational change in a rapidly evolving industry. | 2 Marks | Remember | C01 |
| 3 | List the three stages of Lewin's Three-Step Model of change. | 2 Marks | Remember | C01 |
| 4 | Identify examples of internal factors that typically trigger organizational change. | 2 Marks | Understand | C03 |
| 5 | List external forces that can influence an organization's need for change. | 2 Marks | Understand | C03 |

Part B

Answer ALL Questions. Each question carries 10 marks.

4QX10M=40M

6 Formulate a comprehensive change management framework that integrates both internal organizational needs and external environmental shifts. 10 Marks Remember C01

OR

7 In what ways Six Sigma improve efficiency and lower operating costs to assist organisations achieve long-term sustainability? 10 Marks Understand C03

8 Design a step-by-step change management plan based on Lewin's Three-Step Model for a company looking to restructure its management hierarchy. 10 Marks Remember C01

OR

9 Describe how restraining forces can hinder the implementation of change in Lewin's model. 10 Marks Understand C03

10 Identify common internal triggers that lead to changes in organizational structure. 10 Marks Understand C03

OR

11 Differentiate between the roles of change agents and leaders during organizational development. 10 Marks Understand C03

12 A car dealership wants to update its sales techniques but encounters resistance from experienced salespeople. 10 Marks Apply C02

Use the diagnostic phase to understand sales staff concerns about new techniques.

OR

13 A company decides to shift from a traditional hierarchy to a more flat organizational structure to improve decision-making speed, but long-time managers are concerned about losing authority. 10 Marks Apply C02
To avoid further resistance, how can the organization give clear direction on the benefits of the change?