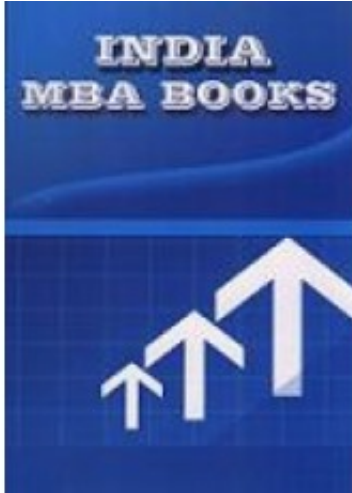


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Term-End Examination

December, 2021

MS-25 : MANAGING CHANGE IN ORGANISATIONS

MS-25

Time : 3 hours Maximum Marks : 100

(Weightage 70%)

Note : (i) This paper consists of two Sections A and B.

*(ii) Answer **any three** questions from section A, each carrying **20** marks.*

*(iii) Section-B is compulsory and carries **40** marks.*

SECTION - A

1. Briefly discuss the factors which make companies successful despite environmental influences.

2. Describe "Business process Re-engineering" as an instrument to bring about change in organisation with a suitable example.

3. Briefly discuss the methods of evaluation of change and its significance.

4. What is the role and significance of leadership in managing change ? Explain with relevant examples.

5. Write short notes on **any three** of the following :

(a) Resistance to change

(b) Leveraging structure

(c) Phases in Diagnosis

(d) ISO 9000 Series

(e) Technology and Merchandise Licensing

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