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| **SESSION** | **MARCH 25** |
| **PROGRAM** | **MASTER OF BUSINESS ADMINISTRATION (MBA)** |
| **SEMESTER** | **IV** |
| **COURSE CODE & NAME** | **DHRM404 CHANGE MANAGEMENT** |
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**SET 1**

**Q1: List the factors which can influence the process of communicating change.**

**Ans 1.**

**Communicating Change**

Communication plays a crucial role in the successful implementation of organizational change. When change is not properly communicated, it can lead to confusion, resistance, and failure in execution. The process of communicating change involves a series of deliberate steps to ensure clarity, transparency, and alignment with the organization’s vision and goals.

**Leadership Style and Management Support**

The communication of change is heavily influenced by the leadership style adopted by top management. Transformational leaders who inspire, motivate, and engage with employees are

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**Q2: What do you understand by driving forces? Also, explain three basic forms of change.**

**Ans 2.**

**Understanding Driving Forces in Change Management**

Driving forces are the elements within or outside an organization that push for change. They are the motivators that create pressure on the organization to evolve, improve, or transform its operations, culture, or strategy. These forces can be internal—such as declining productivity or low employee morale—or external—like technological advancements, competition, or government regulations.

Organizations that actively recognize and respond to driving forces are better positioned to

**Q3: Explain Organised Resistance? Highlight various behavioural reactions of employees towards change.**

**Ans 3.**

**Organised Resistance**

Organised resistance refers to a structured and collective opposition to change within an organization. Unlike individual or passive resistance, it involves groups or teams who consciously plan actions to block or delay change initiatives. This form of resistance is usually stronger, more visible, and often coordinated through informal or formal leadership within the workforce.

**Understanding Organised Resistance**

Organised resistance stems from deep-rooted concerns about the implications of change. It may

**Q4: Throw some light on individual skill sets in Learning Organisations.**

**Ans 4.**

**Learning Organisations**

A learning organisation is one that continuously transforms itself by encouraging learning at all levels. It promotes a culture where individuals acquire and apply knowledge to improve personal and organizational performance. Individual skill sets play a central role in driving this transformation, as personal development directly influences the collective learning ability of the organisation.

**Personal Mastery**

One of the foundational skill sets in a learning organisation is personal mastery. It refers to the

**Q5: Explain various reasons individuals resist change.**

**Ans 5.**

**Resistance to Change**

Resistance to change is a natural human response when individuals perceive threats to their familiar environment, routine, or status. In organizational contexts, change may be necessary for survival or growth, but it often encounters resistance at individual levels. Understanding the underlying reasons why individuals resist change is crucial for implementing effective change management strategies.

**Fear of the Unknown**

One of the most common reasons for resistance is the fear of the unknown. When individuals

**Q6: Write a note on “organizational culture”.**

**Ans 6.**

**Organizational Culture**

Organizational culture refers to the shared values, beliefs, norms, and practices that shape the behavior and thinking of individuals within an organization. It defines the way employees interact with each other, make decisions, approach problems, and pursue organizational goals. A strong culture aligns employees with the mission and vision of the company, creating a cohesive and productive environment.

**Nature and Importance of Organizational Culture**

Organizational culture is often referred to as the “personality” of a company. It influences how