

Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Events

Management



THIRD YEAR FIRST SEMESTER EXAMINATION – JUNE/JULY 2017

EMG 371-2 Management of Change in Organization

Instructions to candidates:

No. of pages : Three (03)
No. of questions : Five (05) Essays
Time : Two (02) Hours
Marks allocated : 100 Marks

Answer only four (04) questions.

01.

i. What is an “Open System of an Organization”? (05 Marks)

ii. Organizational design is the process of choosing and implementing a structural configuration.

Explain the characteristics of any of the modern organizational designs.

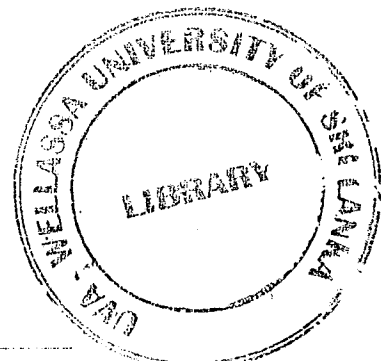
(10 Marks)

iii. According to Robbins, Organizational Behaviour is a field of study that provides managers with information on how to improve organizational efficiency.

Discuss the critical issues confronting managers in organization for which Organizational Behaviour offers some solutions or meaningful insights into their management.

(10 Marks)

(Total Marks 25)



02. "Change is an inevitable and constant feature. It is an inescapable part of both social and organizational life and we are all subject to continual change of one form or another.

- i. What is meant by the "Planned Change"? (05 Marks)
- ii. Discuss why employees are showing their resistance towards the proposed change. (10 Marks)
- iii. Discuss the strategies that the management can take to ensure that employees are better able to respond positively to change. (10 Marks)

(Total Marks 25)

03.

- i. Differentiate the "Leader" and "Manager" with reference to the leader's personality characteristics. (05 Marks)
- ii. Provide a brief summary of three domains of leadership. (10 Marks)
- iii. Critically discuss the importance of having a good leader to manage the organizational change. (10 Marks)

(Total Marks 25)

04.

- i. Discuss the factors to be considered when managing virtual teams. (05 Marks)
- ii. Describe the factors affecting on a team effectiveness in an organization. (10 Marks)
- iii. Critically discuss how diversity and personality among team members will enhance the superior performance of the team activities. (10 Marks)

(Total Marks 25)

05.

- i. Explain main **three (03) factors** which influence on individual's perception.

(06 Marks)

- ii. Discuss the internal and external factors that can influence on individual perceptual selectivity with relevant example.

(09 Marks)

- iii. Explain the attribution mistakes that can be made by individuals when they find the cause of actions for others or their own behaviour with practical examples.

(10 Marks)

(Total Marks 25)

