

MBA II/ Sem III

Specialization – Human Resource Management (HRM)

[319 HR] – Change Management & New Technologies in HRM

MULTIPLE CHOICE QUESTIONS

Sr.No	MCQ's	Answer
1	Which of the following is not one of the stages in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s	
	Unfreezing current attitudes	
	melting	
	moving	
	refreezing	B
2	Which type of employee resistance aims at ensuring the complete failure of change initiatives of the organization?	
	positive resistance	
	negative resistance	
	passive resistance	
	active resistance	B
3	Coercion is a direct threat on the register to make _____ ready to accept the proposed change.	
	A. government	
	B. organization	
	C. military	
	D. people	D
4	_____ means one change which triggers off series of related changes.	
	A. Domino effect.	A

	B. for meeting crises.	
	C. demean effect.	
	D. dominant effect	
5	These changes are logical and involve little deviation from the past, for example – upgradation of existing technology, expansion of existing market etc.	A
	Incremental Changes	
	Piecemeal Change	
	Transformational Change	
	Flux Change	
6	Changes occurs when some factors make to realize organization think over and finally decide that implementation of particular change is necessary.	B
	A. proactive.	
	B. proactive.	
	C. non-active.	
	D. active.	
7	What is the term that is designed to provide learners with the knowledge and skills needed for their present jobs?	B
	A recruiting	
	B. training	
	C. career planning	
	D. succession planning	
8	What task involves learning that goes beyond today's job and has a more long-term focus?	C
	A. training	
	B. career planning	
	C. development	

	D. organizational development	
9	Which of the following is <u>not</u> a way of overcoming resistance to change?	D
	Communication	
	Information	
	Incentives	
	follow same pattern	
10	_____ will help to cope up with the changes	C
	A. confidence and motivations	
	B. communication styles	
	C. Attitude and aptitude	
	D. New skill and knowledge	
11	You must treat your employees with respect and dignity - Quoted by	D
	A. Dhirubhai Ambani	
	B. Bill Gates	
	C. Warren Buffet	
	D. Narayan Moorthy	
12	Which of the following is normally the cause of organizational change?	A
	technological development	
	Communication	
	Information	
	Incentives	
13	It is simply a change only in some strategies while others remain unchanged. For example – marketing strategy of an organisation is being changed because of growing competition without affecting other functional strategies.	B
	Incremental Changes	

	Piecemeal Change	
	Transformational Change	
	Flux Change	
14	Organization undergoes changes consequent with	
	A. Alternation in the organizational management	
	B. Changes in demand of employees	
	C. Changes in the labour market	
	All of the above	
15	The word tactic is most likely to be associated with:	C
	a. Business Strategy	
	b. Corporate strategy	
	c. Operational Strategy	
	d. All of the above	
16	Which of these seeks to relate the goals of organization to the means of achieving them ?	A
	a) Strategy	
	b) Levels	
	c) Monitoring	
	d) Management	
17	ADKAR change management model- ADKAR stands for	C
	awareness, danger, knowledge, ability and reinforcement.	
	awakening, desire, knowledge, ability and reinforcement.	
	awareness, desire, knowledge, ability and reinforcement.	
	awareness, desire, knowledge, ability and rejoin	

18	This type of the change take place rarely. But the nature of these changes is major and involves significant departure from the past	C
	Incremental Changes	
	Piecemeal Change	
	Transformational Change	
	Flux Change	
19	What is required by companies to meet changing condition in their industries ?	D
	a) Strategy & Mission	
	b) Vision	
	c) Develop long term strategies	
	d) All the above	
20	Corporate level of management does consists of _____.	C
	a) Board of directors	
	b) Chief Executive Officer	
	c) staff	
	d) All the above.	
21	In large organization strategies are formulated at which level	D
	a) Corporate Level	
	b) Business Level	
	c) Functional Level	
	d) All the above	
22	Which is a planned strategy	A
	a) Proactive	
	b) Reactive	
	c) Adaptive	

	d) None of these	
23	Which is a set of interrelated functions & processes carried out by management of an organization to attain its objective	A
	a) Strategy	
	b) Execution	
	c) Monitoring	
	d) Management	
24	Which is adaptive reaction to changing business environment	A
	a) Proactive	
	b) Reactive	
	c) Adaptive	
	d) None of these.	
25	Which is not the limitation of change management	B
	a) Time Consuming Process	
	b) Difficult Estimation of competitive responses	
	c) Costly Process	
	d) complex environment	
26	Functional level managers are concerned with _____.	C
	A. Top level strategy.	
	B. Middle level strategy.	
	C. Functional level strategy	
	D. All of the above	
27	Developing a vision and mission, identifying an organization's external opportunities and threats, and determining internal strengths and weaknesses are all _____ activities.	A

	a. strategy-formulation	
	b. strategy-implementation	
	c. long-range planning	
	d. short-range planning	
28	The means by which long-term objectives will be achieved are	B
	a. mission statements	
	b. strategies.	
	c. vision statements.	
	d. long-term goals	
29	Which is not the limitation of strategy	D
	a) Time Consuming Process	
	b) Difficult Estimation of competitive responses	
	c) Costly Process	
	d) Understandable complex environment	
30	When the strategies of organisation are changed without any clear direction it is known as	D
	Incremental Changes	
	Piecemeal Change	
	Transformational Change	
	Flux Change	
31	Developing a vision and mission, identifying an organization's external opportunities and threats, and determining internal strengths and weaknesses are all _____ activities.	A
	a. strategy-formulation	
	b. strategy-implementation	
	c. long-range planning	

	d. short-range planning	
32	Which of the following is not one of the stages in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s	C
	Unfreezing current attitudes	
	moving	
	melting	
	refreezing	
33	Kurt Lewin's famous three-stage prescriptive model of change was developed in	A
	1950	
	1960	
	1970	
	1970	
34	The _____ acts as a trusted adviser to the employees of an organization along with the management who intend to enter to change	B
	Purchase Department	
	Human Resource department	
	Research & Development Dept	
	Sales Dept	
35	Develop a change strategy is the ___ step in change management.	A
	1st	
	2nd	
	last	
	5th	
	Three-stage prescriptive model of change developed by	B

36	Mayo	
	Kurt Lewin	
	Maslow	
	Peter Drucker	
	_____ is a concept that recognizes the differences among business people of different places , backgrounds and ethnicities, and the importance of bridging them	B
37	Departmental diversity	
	cultural diversity	
	expatriate	
	Offshore	
38	_____ is an individual responsible for change	C
	Supplier	
	Trade union leader	
	Change agent	
	employee	
39	Kurt Lewin's famous model of change has _____ stages	C
	one	
	two	
	three	
	five	
40	expresses the degree to which an organization is matching its resources and capabilities with the opportunities in the external environment	D
	Cross cultural diversity	
	cultural diversity	

	expatriate	
	Strategic fit	
41	Which of the following areas is not one of the four key areas that strategic change seeks to influence?	D
	People	
	Task	
	Process	
	informal organisation structures	
42	The Human Resource department acts as a trusted adviser to the employees of an organization along with the management who intend to enter to	D
	change	
	acquisitions	
	Partnership	
	all of the above	
43	HR strategy consists of _____	D
	Strategic Recruitment and Selection	
	B. Continuous staff training and development.	
	Promotion opportunities.	
	All of the above	
44	Use of technology has increased	D
	Time	
	Money	
	work	
	efficiency	
45	A unique capability in the organization that creates high value and differentiates organization is	A

	Change management	
	Specific competencies	
	Mission	
	Vision	
46	It is the company's plan for how it will balance its internal strengths and weaknesses with external opportunities and threats in order to maintain a competitive advantage	A
	Strategy	
	Core competencies	
	Specific competencies	
	Mission	
47	Why might individuals resist organisational change?	D
	Lack of interest.	
	Pessimism.	
	Anxiety.	
	all of the above	
48	_____ is the new concept in Human Resource management	A
	HR Analytics	
	Marketing Analytics	
	SAP	
	ERM	
49	Impact of Covid on HR includes the following EXCEPT	D
	online recruitment	
	online training	
	online training	
	online selling	

50	New trends using technology in HR	B
	work in production dept	
	work from home	
	work at reception	
	work at HR Dept.	

