



## **[Frequently Asked Questions]**

### **Organizational Change**

<b>Subject:</b>	Business Economics
<b>Course:</b>	B. A. (Hons.), 4 <sup>th</sup> Semester, Undergraduate
<b>Paper No. &amp; Title:</b>	Paper – 402 Organisational Behaviour
<b>Unit No. &amp; Title:</b>	Unit – 5 Organisational Change, Conflict and Power
<b>Lecture No. &amp; Title:</b>	Lecture – 1 Organisational Change

## **Frequently Asked Questions**

### **Q1. What is Organizational Change?**

**A1.** The term change refers to any alteration which occurs in work environment of an organization.

### **Q2. What are the External forces of change?**

**A2.** Technology, Marketing conditions, Social Changes, Political Forces is the external forces of Change

### **Q3. What are the Internal forces of change?**

**A3.** The nature of work force, Change in managerial personnel, deficiencies in the existing organizational structure, avoid developing inertia are the internal forces of change

### **Q4. Name the two types of Organizational Change?**

**A4.** The two types of change are Planned Change and Unplanned Change.

### **Q5. What is Planned Change?**

**A5.** Changes that are the result of any attempts to adjust organizational operations, where the actions are conscious, deliberate, and intended on the part of one or more "agents" who seek to promote the changes are planned changes.

### **Q6. What is Unplanned Change?**

**A6.** Random or haphazard changes that simply occur, and no effort is made to prepare for them only to deal with the factors as they develop are known as unplanned changes.

### **Q7. What are the steps in the Planned Change process?**

**A7. Recognize the need for change**

Develop change goals

Appoint a change agent

Assess the current climate

Develop a change plan method for implementation

Implement the plan

Evaluate the success of the plan at reaching the change goals

**Q8. What are the three stages in Kurt Lewin's Change Management Model?**

**A8.** Unfreeze- Change- Refreeze is the three stages in Kurt Lewin's Change Management Model.

**Q9. Explain Unfreeze-Change-Refreeze in Organizational Context.**

**A9.** Unfreeze- This first stage of change involves preparing the organization to accept that change is necessary, which involves breaking down the existing status quo before you can build up a new way of operating.

Change- After the uncertainty created in the unfreeze stage; the change stage is where people begin to resolve their uncertainty and look for new ways to do things.

Refreeze- When the changes are taking shape and people have embraced the new ways of working, the organization is ready to refreeze.

**Q10. What are the factors of Resistance to Change?**

**A10.** Incorrect logic, Fulfilment, Experience, Interpersonal Relations, Substitution, Social reasons, Status quo and Ignorance are the factors of Resistance to Change