



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business and Social Studies***

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF BUSINESS ADMINISTRATION  
BACHELOR OF COMMERCE

**BHR 4409: ORGANISATIONAL DEVELOPMENT**

END OF SEMESTER EXAMINATIONS

**SERIES: DECEMBER 2014**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

***This paper consists of Two printed pages***

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**QUESTION 1 (Compulsory)**

- a) Who is an Organisational Development consultant and why would you hire one. **(10 marks)**
- b) Discuss **FIVE** barriers to an organization becoming a learning organization. **(10 marks)**
- c) Describe the **THREE** stages of Organisational Development. **(10 marks)**

**QUESTION 2**

- a) Describe organizational development process model. **(10 marks)**
- b) Explain factors that encourage work-life balance. **(10 marks)**

### QUESTION 3

- a) Under what circumstances should an organization use Organization Development? **(10 marks)**
- b) Why is measuring organizational performance important? Give **FOUR** examples of tools that can be used to measure performance. **(10 marks)**

### QUESTION 4

- a) What do you understand by Action Research? Explain the process of action research. **(15 marks)**
- b) Explain the importance of coping with change. **(5 marks)**

### QUESTION 5

- a) Organization Development (OD) interventions techniques are the methods created by OD professionals and others. Discuss **FOUR** OD interventions. **(10 marks)**
- b) Discuss factors that influence organizational culture. **(10 marks)**