



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

SOCIAL SCIENCES

UNIVERSITY EXAMINATION FOR:

BSDS Y3 S2

BDS4314: CHANGE MANAGEMENT

SERIES: APRIL 2016

TIME: 2 HOURS

DATE: 11 May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question one:

- (a) Explain FIVE tactics used by change agents in dealing with resistance to change (**10 marks**)
- (b) Describe using examples how you can use Action Research to manage change at Technical University of Mombasa (**10 marks**)
- (c) Explain why knowledge management is important to organizations in managing change (**10 marks**)

Question TWO

Discuss using examples how you can use Learning in Organizations to manage changes at Technical University of Mombasa (**20 marks**)

Question THREE:

Discuss using examples both the individual and organizational factors that cause stress (**20 marks**)

Question FOUR

Discuss using examples how Business Process Re-engineering as a strategy has transformed organizations in Kenya **(20marks)**

Question FIVE

Discuss using examples the changes that have occurred, challenges and way forward for Technical University of Mombasa **(20 marks)**