



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES: SOCIAL SCIENCES
UNIVERSITY EXAMINATION FOR: BACHELOR OF ARTS IN DEVELOPMENT STUDIES
(BADS SEP22 Y3S2)
HDS 4308: CHANGE MANAGEMENT
SERIES: APRIL 2025

TIME: 2 HOURS

DATE: APRIL 2025

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

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

Do not write on the question paper.

Question ONE

a) In change management individuals are assigned various responsibilities in order to achieve organizational goals. Explain the responsibilities of the following:

- i) Change manager (5 marks)
- ii) Change Advisory Board (CAB) (5 marks)
- b) Explain why change is believed to be natural (10 marks)
- c) Discuss any FIVE approaches to community project (10 marks)

Question TWO

- a) Critically, analyse FIVE factors necessary for successful division of labour (10 marks)
- b) Factors that affect an organization causing change originate both within and outside the organization. Discuss (10 marks)

Question THREE

- a) Explain the roles played by leadership in times of change (10 marks)
- b) If you recognize that your organization has been static for a long time and that change is necessary, explain clearly how you would design an organizational transformation programme (10 marks)

Question FOUR

- a) Discuss any FIVE causes of transformation program failures (10 marks)
- b) Explain why the FIVE key change sentiments are important in change management (10 marks)

Question FIVE

- a) Discuss causes of resist to change in the workplace (10 marks)
- b) Using any FIVE strategies, explain how managers can overcome resistance to change (10 marks)