



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES: SOCIAL SCIENCES

UNIVERSITY EXAMINATION FOR:

BACHELOR OF ARTS IN DEVELOPMENT STUDIES

(BADSJAN23 Y3S2)

HDS 4308: CHANGE MANAGEMENT

SERIES: DEC 2024

TIME: 2 HOURS

DATE: DEC 2024

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

Define the following concepts in the context of change management:

- a) i. Change Management. (5 marks)
- ii. Transformational change. (5 marks)
- b) State the benefits of change management to organizations. (10 marks)
- c) Outline the importance of planning for organizational change. (10 marks)

Question TWO

- a) Assuming you are a change manager, describe strategies you will rely on to successfully implement change in your organization. (10 marks)
- b) Explain clearly how division of labour can disadvantage producers. (10 marks)

Question THREE

- a) Discuss any FIVE reasons why people resist organizational change. (10 marks)
- b) Discuss why managers fail to implement change. (10 marks)

Question FOUR

- a) Explain how you would apply Kotter's change model of 8 critical leadership roles to initiate and implement the community project. (10 marks)
- b) Discuss any FIVE distinct roles of change agents. (10 marks)

Question FIVE

With clear illustrations, discuss the common functions of organization managers. (20 marks)