



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES: SOCIAL SCIENCES
UNIVERSITY EXAMINATION FOR: BACHELOR OF ARTS IN DEVELOPMENT STUDIES
(BADSJAN 23 Y3S2)
HDS 4308: CHANGE MANAGEMENT
SERIES: MARCH 2025

TIME: 2 HOURS

DATE: MARCH 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) Define the following concepts in the context of change management:

- i) Organizational change. (5 marks)
- ii) Dynamics of change management. (5 marks)
- b) State the benefits of diversity management. (10 marks)
- c) Explain steps you would take to plan for a community Based Project. (10 marks)

Question TWO

- a) In the event that you are encountering resistance to change by employees in the ZY organization, as a manager, state how you would overcome resistance to Organisational Change. (10 marks)
- b) Discuss factors necessary for Successful division of labour. (10 marks)

Question THREE

- a) As a CEO of organization XYZ explain strategies you would use to manage transition in your organization. (10 marks)
- b) Discuss external and internal factors that affect an organization causing change. (10 marks)

Question FOUR

- a) Explain any FIVE Management approaches of community projects. (10 marks)
- b) Discuss any FIVE reasons why people resist organizational change. (10 marks)

Question FIVE

Discuss challenges of diversity in management setting and suggest possible ways to overcome them. (20 marks)