



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATIONS FOR:
BACHELOR OF BUSINESS AND OFFICE MANAGEMENT
BOM 4401: CHANGE MANAGEMENT
END-OF-SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick 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.

Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Discuss the principles of change management and explain how each principle contributes to the success of a change initiative within an organization. (10 marks).
- b) Discuss the internal causes of organizational change, highlighting both planned and unplanned changes (10 marks)
- c) Discuss the various types of organizational change with examples. (10 marks)

Question TWO

- a) Explain the steps involved in the change process in organizations. (10 marks)

- b) Discuss the factors that contribute to resistance to change in organizations and explain how managers can address these factors to facilitate successful change implementation. (10 marks)

Question THREE

- a) Discuss the six methods of introducing change as suggested by Kotter and Schlesinger. (10 marks)
- b) Explain the Nudge Theory of Change Management. Discuss the basic principles of this model and when it is most effective to use it. (10 marks)

Question FOUR

- a) Describe Kotter's 8-step change management theory and discuss when this model is best suited for the implementation of organizational change. (10 marks)
- b) Discuss the key features of Organizational Development (OD) and explain how these features contribute to improving an organization's effectiveness. (10 marks)

Question FIVE

- a) Explain the key objectives of Organizational Development (OD). (10 marks)
- b) Explain the key practices of a learning organization that contribute to its growth and development. (10 marks)