



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

**DEPARTMENT OF LIBERAL STUDIES & COMMUNITY DEVELOPMENT**

UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR  
OF SCIENCE IN DEVELOPMENT STUDIES  
(BSDS M12 Y3S2)

## **BDS 4314: CHANGE MANAGEMENT**

END OF SEMESTER EXAMINATIONS

**SERIES:** DECEMBER, 2013

**TIME:** 2 HOURS

### **INSTRUCTIONS TO CANDIDATES:**

- Answer Question **ONE (COMPULSORY)** and any other **TWO** questions
  - This paper consists of **1 printed** page
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### **QUESTION 1 (COMPULSORY)**

- a) Explain **FIVE** organizational barriers to change. (10 marks)
- b) Describe **FIVE** forces for change. (10 marks)
- c) Explain **FIVE** tactics used by change agents in dealing with resistance to change (10 marks)

### **QUESTION 2**

Discuss the effects of change on both the individual and organization (20 marks)

### **QUESTION 3**

Discuss why quality is important in business and commerce. (20 marks)

### **QUESTION 4**

- a) Discuss why participation is considered such an effective technique for lessening resistance to change. (10 marks)
- b) Discuss with examples why change so frequently become a political issue in organizations? (10 marks)

### **QUESTION 5**

Discuss using examples the types of change that have taken place both on individuals and organizations  
(20 marks)