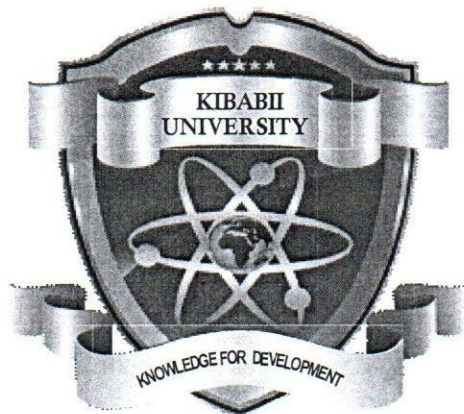


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

2019/2020 ACADEMIC YEAR

FOURTH YEAR SECOND SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE DEGREE OF BACHELOR OF BUSINESS
MANAGEMENT

COURSE CODE: BBH 424

**COURSE TITLE: ORGANIZATIONAL CHANGE AND
MANAGEMENT**

DATE: 04/02/2021

TIME: 11.00AM-1.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains FIVE questions
- 2) Attempt THREE questions
- 3) Question ONE is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE (COMPULSORY)

a) Critically examine the theories of planned and emergent change and explain how these can inform approaches to the management of organizational change. (10 mks)

b) If you were to explain to the management of KIBABII UNIVERSITY how to use group dynamics to change things in the way it does business what would you include in your notes ? (10 marks)

c.) How can becoming a learning organization affect the management of change ? (10 mks)

QUESTION TWO

Individuals have different issues with change in organizations. Based on your familiarity with an organization registered and doing business currently, what, in your view usually makes management frustrate change initiatives in organizations? (20 marks)

QUESTION THREE

A change manager needs distinct capabilities to steer change. Provide a check list to the human resource manager of a manufacturing company you are familiar with describing some of these competencies. (20 marks)

QUESTION FOUR

In carrying out change in any programme in a company, the management ought to consider the significance of Ethics. Briefly explain Why this is the case? (20 marks)

QUESTION FIVE

a Discuss the key features of Organisational Development (OD). (10 mks)

b. How can OD contribute to the successful implementation of change projects within organizations (10 mks)