

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN
LEADERSHIP AND PUBLIC ADMINISTRATION**

LAPA 0203: LEADING ORGANIZATIONAL CHANGE

STREAMS: (DIPLOMA) Y2 S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer Question ONE and any other Two.

1. A company from outside Kenya has expressed interest in investing in value addition on bananas in Meru and Tharaka Nithi Counties. They would like to run the investment for a period of 25 years and would like to have a minimum of 20 hectares for occupation for the said period.

(a) Identify 4 stakeholders that they are likely to work with. Suggest how they may go about engaging the stakeholders. [15 Marks]

(b) If you are one of the community Liaison Officers of the said investment company, discuss how and at what level you would engage the community. [15 Marks]

2. Identify four highlights of the process of change in an organization. [20 Marks]

3. Discuss the importance of embracing change in an organization. [20 Marks]

4. State three things that should not change despite the internal and external changing environment for an organization. Explain why this is the case. [20 Marks]

5. Discuss four contemporary issues in the process of managing change that one ought to know in order to successfully manage the process of change. [20 Marks]

6. Discuss the importance of having a clear communication strategy in an organization. [20 Marks]

.....