

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**CHUKA/EMBU**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN PROJECT PLANNING AND  
MANAGEMENT**

**PPMA 0214: MANAGEMENT OF ORGANIZATIONAL CHANGE**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 23/03/2021**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS:**

**Answer question one and any other two**

**QUESTION ONE**

- (a) Explain the meaning of the following terms as used in management of organizational change.
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|--|-----------|
| (i) Change                             | [2 marks] |
| (ii) Organization                      | [2 marks] |
| (iii) Organizational change management | [2 marks] |
| (iv) Competition                       | [2 marks] |
| (v) Technological development          | [2 marks] |
- (b) Mention and explain 4 types of organizational change. [12 marks]
- (c) Organizational change is faced by various challenges, identify 4 challenges and briefly explain each. [8 marks]

**QUESTION TWO**

- (a) Mention and explain 5 ways in which a manager can manage organizational change. [10 marks]
- (b) Why is organizational change faced by a lot of resistance? [10 marks]

**QUESTION THREE**

- (a) Mention and explain 4 types of organization change. [8 marks]
- (b) Organizational change is faced by various hiccups, identify 4 hiccups and their remedies. [12 marks]

**QUESTION FOUR**

Mr. Herman is the Human Resource Manager at xyz company. The manager requested him to convene a meeting with the staff of the company. The main agenda is to explain the importance of organizational change. State and explain at least 5 points in detail that Mr. Herman should discuss in the meeting. [20 marks]

**QUESTION FIVE**

- (a) In today's fast paced dynamic business environments, perhaps the only constant professionals can rely on is change. Organizational must be nimble and willing to make decisions quickly, and those that are able to do this will generally face a lot of change in short periods of time. While change can often be a good thing, its something that many individuals are uncomfortable with, or even fear. Mention 5 strategies that can be used in managing change in organizations. [5 marks]
  - (b) Giving real life examples, explain into details the strategies mentioned above. [15 marks]
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