

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

PPMA 0214: MANAGEMENT OF ORGANIZATION CHANGE

STREAMS:

TIME: 2 HOURS

DAY/DATE: FRIDAY 24/09/2021

11.30 A.M – 1.30 P.M

INSTRUCTIONS

■ Answer question one and any other two questions

SECTION A

QUESTION ONE (30 MARKS)

- (a) Discuss five effects that change may have on people in an organization. [10 marks]
- (b) Examine strategies applied by managers for overcoming resistance to change in organizations. [10 marks]
- (c) Explain the following terms as used in change management. [6 marks]
 - (i) Reactive and proactive change
 - (ii) Project management and change management
 - (iii) Conflict and conflict management
- (d) Highlight any four benefits of change in organization. [4 marks]

QUESTION TWO (20 MARKS)

- (a) Employees may resist change for various reasons, use appropriate examples to discuss any five such reasons. [10 marks]
- (b) Examine the analytical tools used in conflict resolution. [10 marks]

QUESTION THREE (20 MARKS)

- (a) Explain with appropriate examples three types of change experienced in organizations. [6 marks]
- (b) Examine the importance of monitoring change in organizations. [5 marks]
- (c) Explain any three reasons why organizations require change. [6 marks]
- (d) Highlight leadership skills that facilitate smooth change management in organization. [3 marks]

QUESTION FOUR (20 MARKS)

- (a) Change in organizations can be influenced by both internal and external forces, in view of this discuss any five external forces for change in organizations. [10 marks]
- (b) Work place conflict is inevitable in any organizational, however managers use various steps to reduce work place conflicts, use appropriate examples to elucidate any five such steps. [10 marks]

QUESTION FIVE (20 MARKS)

- (a) Explain five dimensions of change management in organizations. [10 marks]
- (b) You are the programs coordinator in Inua Jamii, a local NGO. Discuss using relevant examples the guidance principles for effective change management strategy. [10 marks]
-