

CHUKA



UNIVERSITY

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CHUKA & EMBU

**SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA
IN PROJECT PLANNING**

PPMA 0214: MANAGEMENT OF ORGANIZATIONAL CHANGE

STREAMS: CERT. CDEV (Y2S1)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/8/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

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 organization, however managers use various steps to reduce work place conflicts, use 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 guiding principles for effective change management strategy. [10 marks]
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