

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS
EMBU CAMPUS

EXAMINATION FOR THE AWARD OF DIPLOMA IN PUBLIC ADMINISTRATION

LAPA 0203: LEADING ORGANIZATIONAL CHANGE

STREAMS: DIP.LAPA

TIME: 2 HOURS

DAY/DATE: TUESDAY 05/12/2017

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- (a) List and explain at least THREE types of organizational structures. [9 marks]
- (b) Differentiate between centralization and decentralization with regards to decision making process in an organization, giving an advantage of each. [6 marks]
- (c) Describe Kurt Lewin's three-steps change process. [6 marks]
- (d) Explain at least THREE organizational development techniques for dealing with change resistance. [9 marks]

QUESTION TWO

- (a) Name and explain at least FIVE roles of a leader in change management. [10 marks]
- (b) List and explain FIVE principles of leading change management. [10 marks]

QUESTION THREE

- (a) Briefly explain FIVE barriers to change management in the organization. [10 marks]
- (b) Explain William Bridge's 3-stage transition model as applied in organizational transitions. [8 marks]

QUESTION FOUR

- (a) You are a leader in an organization that is faced with stiff competition and as a result change is inevitable. Using Kotter's change model, describe how you would implement change powerfully and successfully for the organization to survive. [15 marks]
- (b) Give at least FIVE reasons for employees' resistance to change. [5 marks]