

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

**CHUKA & EMBU**

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

**PPMA 0214: MANAGEMENT OF ORGANIZATIONAL CHANGE**

**STREAMS: DIP (PPMA)**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 09/08/2018**

**2.30 PM – 4.30 PM**

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**INSTRUCTIONS:**

**Answer all the questions in section one and two questions in section two**

**SECTION ONE**

1. (a) Explain the meaning of the following key concepts used in organizational change management.
  - (i) Change management [3 marks]
  - (ii) Change agents [3 marks]
  - (iii) Learning organizational [3 marks]
- (b) Explain the factors that lead to a successful organizational change. [8 marks]
- (c) Identify resistance factors and sources of resistance. [7 marks]
- (d) Describe strategies to ensure that people take change positively in an organization setting and ensure it runs smoothly? [6 marks]

**SECTION TWO**

2. (a) Explain the impact of organizational change towards the management. [8 marks]

- (b) Identify and explain the three organizational elements that both drive change and are affected by change. [12 marks]
3. (a) Using relevant examples explain the different types of teams. [10 marks]
- (b) With relevant examples explain the five broad approaches that can be used in change implementation. [10 marks]
4. Discuss different barriers to communication and strategies to overcoming these barriers. [20 marks]
5. Explain the steps that can be used to assess and see if change is effective. [20 marks]
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