

THARAKA



UNIVERSITY

COLLEGE

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA  
IN LEADERSHIP AND PUBLIC ADMINISTRATION

LAPA 0203: LEADING ORGANIZATIONAL CHANGE

STREAMS: LAPA (Y1S3)

TIME: 2 HOURS

DAY/DATE: MONDAY 06/04/2020

2.30 P.M. – 4.30 P.M.

**INSTRUCTIONS:**

- Attempt question ONE and any other TWO questions
- Do not write on the question paper

**QUESTION ONE (COMPULSORY)**

- (a) Define the following terms [10 marks]
- (i) Change driver
  - (ii) Change
  - (iii) Proposal
  - (iv) Power
  - (v) Conflict
- (b) Outline five ways of reducing resistance to change in an organization [5 marks]
- (c) State and describe two types of organizational change giving an example in each [6 marks]
- (d) Outline and briefly explain the phases of conflict [9 marks]

**QUESTION TWO**

- (a) Discuss the various steps that Richard Daft suggested an organization should adopt in order to ensure that a new idea or behaviour is successful [15 marks]
- (b) State five ways through which managers can overcome resistance to change. [5 marks]

**QUESTION THREE**

Discuss forces of organizational change [20 marks]

**QUESTION FOUR**

- (a) Explain any five causes of resistance to change [15 marks]
- (b) State five contemporary issues in change management [5 marks]

**QUESTION FIVE**

- (a) Outline the importance of conflict management [5 marks]
- (b) Explain five conflict management skills a manager should have at any particular time for the smooth running of the organization [15 marks]

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