



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

THIRD YEAR FIRST SEMESTER EXAMINATIONS

MAIN EXAMINATION (MAIN CAMPUS)

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCB 360E

COURSE TITLE: MANAGING ORGANISATIONAL CHANGE

DATE: 14th JANUARY 2015 **TIME:**

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Two Questions

TIME: 2 Hours

SECTION A (30 MARKS)

- a) Explain your understanding of the term change (2 marks)
- b) List FIVE external factors that can trigger change in organizations (5 marks)
- c) Discuss any FIVE aspects that change in organizations (5 marks)
- d) State FIVE reasons why people in organizations can resist change (5 marks)
- e) What do you understand by the term organization development (3 marks)
- f) Explain the guidelines of implementing change as produced by Nadler and Tushman (1980) (10 marks)

SECTION B: answer any two questions

QUESTION TWO

- a) What is transformational leadership? (5 marks)
- b) Discuss the change model developed by Lewin (1951) (15 marks)

QUESTION THREE

Briefly discuss the key stages of introducing organization development programme in organizations (20 marks)

QUESTION FOUR

Explain John Kotter's eight steps to successful change implementation in organizations (20 marks)

QUESTION FIVE

- a) Discuss the transformational leadership process (10 marks)
- b) State and briefly explain organization development activities in organizations (10 marks)