

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

1ST SEMESTER 2023/2024 ACADEMIC YEAR

THIRD YEAR EXAMINATION FOR THE DEGREE
OF BACHELOR OF COMMERCE

HRMG 312: MANAGEMENT OF CHANGE

STREAM: BCOM

TIME: 2 HRS

DAY: MONDAY [14.30-16.30 P.M]

DATE: 11/12/2023

THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

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INSTRUCTIONS: Answer Question ONE (Compulsory) and any other TWO Questions

QUESTION ONE

- a) Describe the forces that stimulate change in contemporary organizations. **[8 Marks]**
- b) Highlight the key strategies for successful organizational change management. **[6 Marks]**
- c) Explain the main external sources of organizational change
- d) Elucidate the major types of organizational change. **[8 Marks]**

QUESTION TWO

- a) Highlight the internal and external forces of organizational change in multinational organizations. **[10 Marks]**
- b) Discuss the role of human resource managers in change management in organizations **[10 Marks]**

QUESTION THREE

- a) Explain the strategies that can be used by change agents in dealing with resistance to change. **[10Marks]**
- b) Discuss the different ways in which employees can react to organizational change **[10 Marks]**

QUESTION FOUR

- a) Contrast teleological and dialectical models of change management. **[10 Marks]**
- b) Suggest the strategies that organizations can adopt to avoid external dependency. **[10 Marks]**

