

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

**UNIVERSITY EXAMINATIONS 2018/2019**

**YEAR 3 SEMESTER 1 EXAMINATIONS FOR THE DEGREE OF BACHELOR OF STRATEGIC MANAGEMENT**

**HESM 2303: CHANGE MANAGEMENT**

**DATE: AUGUST 2019 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER ALL QUESTIONS IN QUESTION ONE AND ANY OTHER TWO QUESTIONS**

QUESTION ONE

a) Explain your understanding of the term change management and describe both the internal and the external factors that trigger change in organizations (10 marks)

b) Citing relevant examples differentiate between strategic and operational change (6 marks)

c) Describe the eight step change management process (8 marks)

d) State three determinants of a successful change management process (6 marks)

QUESTION TWO

a) Change management holds a tremendous importance for both individuals and organizations. Discuss the five benefits of change management is an organization

(10 marks)

b) Explain five guiding principles to change in an organization (10 marks)

QUESTION THREE

a) Assume you are a manager of Ufundi Holdings how you would manage resistance of change staff in your organization (10 marks)

b) Effective change management process requires the participation and commitment of several stake holders. Discuss (10 marks)

QUESTION FOUR

a) Change management is not just a tool of managing resistance when it occurs but a tool for activating and engaging the employees in change. Discuss the five causes of resistance to change in an organization (10 marks)

b) Explain how the Gut Lewin theory can help to enhance positive change in an organization (10 marks)