



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS

**DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: HRD 007

COURSE TITLE: MANAGEMENT OF CHANGE

DATE:2/2/2024

TIME:1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

- 1. ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS**
- 2. THIS PAPER CONSISTS OF TWO PRINTED PAGES, P**

QUESTION ONE

- a) Define management of change. (5mks)
- b) Who is a change agent? (5mks)
- c) Briefly explain the roles of a change agent. (7mks)
- d) Distinguish between planned change and unplanned change. (8mks)

QUESTION TWO

- a) Using examples, discuss the types of organizational changes companies undergo. (10mks)
- b) Explain the characteristics of organizational change. (5mks)

QUESTION THREE

- a) Why is organizational change so important? Explain this using external forces affecting the organization. (10mks)
- b) Outline strategies used by managers to cope with changes in the environment. (5mks)

QUESTION FOUR

Discuss the process of planned organizational change. (15mks)

QUESTION FIVE

- a) Discuss the sources of organizational resistance to change. (8mks)
- b) Explain the strategies employed by managers in overcoming resistance to change in an organization. (7mks)

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