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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 492**

**COURSE TITLE: CHANGE MANAGEMENT**

**DATE: 27TH APRIL 2017 TIME: 2.00PM-4.00PM**

**INSTRUCTIONS TO CANDIDATES**

* ***Answer question ONE (compulsory) and any other THREE***
* ***Question one carries 25 marks***
* ***All other questions carry 15 marks***

*This paper consists of 2 printed pages. Please turn over*

**QUESTION 1**

1. Define and explain the term “change management” **(2marks)**
2. Define the term “project management” and its relationship to “change management” **(5marks)**
3. Explain with examples why organizations must change **(8marks)**
4. Explain the influence and role of culture on management **(10marks)**

**QUESTION 2**

1. Culture is critical to change management. Explain the two different schools of thoughts and how the two reconcile **(8marks)**
2. Explain the triggers of change in an organization’s internal environment

**(7marks)**

**QUESTION 3**

1. Discuss Kurt Lewin’s 3-phase change management model **(7marks)**
2. Discuss the different methods in managing change in an organization**(8marks)**

**QUESTION 4**

1. Describe ‘resistance to change” and list five reasons why individuals resist change **(8marks)**
2. Describe the various ways managers can reduce resistance to change in an organization **(7marks)**

**QUESTION 5**

1. Explain four types of change experiences that affect individuals in an organization **(5marks)**
2. What are the various ways that can be used to resolve conflict in an organization **(5marks)**
3. Explain how the macro-environment factors affect change processes in an organization **(5marks)**