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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: HRD 007**

**COURSE TITLE: MANAGEMENT OF CHANGE**

**DATE: 28TH APRIL 2017 TIME: 2.30PM-4.30PM**

**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 ove*

**QUESTION ONE**

1. Change cycle is a chronological unfolding of events in managing change. Explain the stages involved in change cycle **(7 marks)**
2. Discuss the strategies you would use to gain employee support for change initiatives, without use of coercion  **(8 marks)**
3. Explore FIVE reasons why internal change agents may be preferable to external change agents **(10 marks)**

**QUESTION TWO**

1. Change agents are crucial in dealing with effective change management. Discuss five roles of change agents in an organization **(10 marks)**
2. Change is inevitable in organizations. This brings forth both positive and negative effects. Identify the positive outcomes of change in an organization

**(5 marks)**

**QUESTION THREE**

Explain the external forces that trigger change in an organization **(15 marks)**

**QUESTION FOUR**

1. Examine FOUR types of change that an organization can experience

**(8 marks)**

1. Describe the steps followed in the organizational development approach of introducing and managing change **(7 marks)**

**QUESTION FIVE**

1. Discuss FIVE reasons why individual employees resist change **(10 marks)**
2. Explain FIVE methods of overcoming employee resistance to change

**(5marks)**