



REFORMED CHURCH UNIVERSITY

FACULTY OF COMMERCE

MASTER OF PUBLIC ADMINISTRATION

PUBLIC SECTOR INNOVATION & CHANGE MANAGEMENT

MPA 111

PART 1 SEMESTER 2

Total Marks [100]

DATE: OCTOBER 2024

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer question 1 and any other three *(3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. Examine the relationship between change and innovation, clearly showing why public sector organisations such as, in Zimbabwe, those in Higher Education are encouraged to embrace innovation as a key performance indicator. [25]
2. Discuss any four elements of an innovation supporting culture, in a public sector organisation of your choice. [25]
3. Citing relevant examples, examine what a change agent changes in a public sector organisation of your choice. [25]
4. To successfully manage change and innovation, every manager should possess an appropriate mix of human skills, technical skills, and conceptual skills. Justify this claim, clearly showing why each of these skills is relevant in managing change and innovation in any public sector organisation of your choice. [25]
5. Employees in public sector organisations may resist change interventions. Citing relevant examples, discuss this assertion, clearly showing the various forms of resistance and how as a public sector manager you can mitigate their effect on planned change interventions. [25]
6. The fundamental assumptions underlying any change intervention in a public sector organisation are derived originally from Kurt Levin's three step model. Discuss. [25]

END OF PAPER