



REFORMED CHURCH UNIVERSITY

FACULTY OF COMMERCE

Bachelor of Commerce Honours Degree in Business management

Change Management

HBUM 215 / HPAD 436 / HHRM 212

Part 2 Semester 1 Examination

Total Marks [100]

Date: December 2020

Time: 3 Hours

INSTRUCTIONS

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

1. Discuss how managers could use Kotter's eight-step change process to respond to a significant change issue. (25)
2. Analyze the relevancy of Kurt Lewin's three stage model of change in managing change in organizations today. (25)
3. With reference to an organisation of your choice, discuss the triggers of change. (25)
4. 'Accepting the necessity and inevitability of change enables them to see times of transition not as threats but as opportunities—opportunities for reinventing the company and its culture.' Discuss the above assertion. (25)
5. Examine **any five** reasons for resisting change and apply appropriate strategies to overcome them. (25)
6. 'Leadership styles play a vital role in implementing an effective and efficient change'. Evaluate the above statement. (25)

End of Paper