



**REFORMED CHURCH UNIVERSITY**

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**FACULTY OF COMMERCE**

**Bachelor of Commerce Honours Degree in Business management**

**Change Management**

**HBUM 215/ HHRM 212**

**Part 2 Semester 1 Examination**

**Total Marks [100]**

Date: July 2021

Time: 3 Hours

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**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. 'Many theories of change management emphasize the role of employee involvement and empowerment in order to sustain a culture of change'.  
Discuss. (25)
2. Examine the assertion that change management has become the necessary antidote for today's organizations to survive. (25)
3. Explain the following models, illustrating how they would be of help in managing change in today's turbulent environment:
  - (a) Prosci's ADKAR change model (10)
  - (b) Elizabeth Kubler Ross's Change Model. (15)
4. (a) Distinguish between power and authority (10)
  - (a) Explain how power and politics can impact on the change process of an organization. (15)
5. "The only people who like change are the wet babies" Old Proverb.  
Justify this in relation to change management. (25)
6. Examine the importance of the tools of change in a change process. (25)

*End of Paper*