



**REFORMED CHURCH UNIVERSITY**

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## **FACULTY OF COMMERCE**

**BACHELOR OF COMMERCE HONOURS DEGREE IN HUMAN RESOURCES,  
INDUSTRIAL & LABOUR RELATIONS**

**CHANGE MANAGEMENT**

**HHRM 421**

**PART 4 SEMESTER 1**

**Total Marks [100]**

**DATE: APRIL 2024**

**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. Theories of change management dwell much on the employee engagement and empowerment in order to sustain a culture of change. Discuss. (25 marks)

2. 'Companies which have failed to embrace change have gone under in many economies and survival has been a mere dream to them' Examine this assertion. (25 marks)

3. Explain how managers use the following change models to manage change in their organization:

- a) Prosci's ADKAR change model. (10 Marks)
- b) Elizabeth Kubler Ross's Change Model. (15 marks)

4. Distinguish between power and authority highlighting how they may have impact on the change process of an organization. (25 marks)

5. "The only people who like change are the wet babies" Old Proverb. Discuss this in relation to change management. (25 Marks)

6. It is not the strongest species that survive, nor the most intelligent, but the ones most receptive to change. Charles Darwin. Discuss this statement. (25 Marks)

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**END OF PAPER**

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