



**REFORMED CHURCH UNIVERSITY**

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**FACULTY OF COMMERCE**

**Bachelor of Commerce Honours Degree in Human Resources  
Industrial and Labour Relations Management**

**Change Management**

**HHRM 212**

**Part 2 Semester 2 Examination**

**Total Marks [100]**

**Date: November 2019**

**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. 'Organisations change because the people within the organisation adopt and change too'. Evaluate the assertion. (25)
2. Examine the following models of change management and how they assist managers in managing organisations.
  - (i) Kubler Ross Model (13)
  - (ii) Prosci Adkar Model (12)
3. Analyse the assertion that organizational culture is a key concept to successful change management programme. (25)
4. Discuss any five change leadership styles and their impact during a change programme. (25)
5. Examine the applicability of tools of change in improving the change process. (25)
6. 'Change in organisations has become a necessary discipline if they need to remain in business. Evaluate this statement. (25)

*End of Paper*