



UNIVERSITY EXAMINATIONS
FIRST YEAR EXAMINATION FOR THE AWARD OF
DIPLOMA IN HUMAN RESOURCE MANAGEMENT / BUSINESS
ADMINISTRATION
FIRST SEMESTER 2023/2024
[AUGUST-DECEMBER, 2023]

DHRM 0121: CHANGE MANAGEMENT

STREAM: Y1 S1

TIME: 2 HOURS

DAY: WEDNESDAY, 3.00 – 5.00 P.M.

DATE: 29/11/2023

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer Questions ONE and any other THREE Questions.***

QUESTION ONE: 25 MARKS {Compulsory}

a.) Discuss the meaning of the following terminologies.

i. Reactive change

ii. Proactive change

b.) A new machine is about to be introduced into Sony manufacturing ltd company to boost its production capacity, reduce cost and improve quality. As the manager explain how to do it without resistance from the parties concerned. (10 marks)

a.) Discuss the relationship between organizational change and organizational culture. (10marks)

QUESTION TWO: (15 Marks)

a.) Explain the organizational development techniques used by most managers in their attempt to manage change. (12 Marks)

- b.) Distinguish between proactive change and reactive change as used in the business context. (3 marks)

QUESTION THREE: (15 Marks)

- a.) Training employees reduce resistance to change, Discuss. (10 Marks)
- b.) Define the organization culture and explain its determinants. (5Marks)

QUESTION FOUR (15 Marks)

- b.) Define the term change and change management (3 marks)
- c.) Explain the basic reasons to why employees resist change in the modern business organizations. (12marks)

QUESTIPON FIVE (15 Marks)

Discuss how the leadership style aid in overcoming the resistance to change.