

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**DIBM 0115: MANAGEMENT OF CHANGE**

**STREAMS: YIS2**

**TIME:2 HOURS**

**DAY/DATE: THURSDAY 13/04/2023**

**11.30 A.M. –1.30 P.M.**

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**INSTRUCTIONS**

**Answer question 1 and any other two**

**Do not write on the question paper**

1. Bana company has been experiencing a drop in its productivity and performance for the last three years. Employees have shown low morale in their work with a lot of disputes settling at workplace. The management is worried of this trend and it has been thinking of different ways to deal with this with proposals to introduce new technology, ways and procedures of doing things employment and deployment of employees. As a change agent consulted by Bana company explain the following to the management:
  - a) Two models that the management can use to manage the change (10 marks)
  - b) The different types of change experienced by different organizations (10 marks)
  - c) Reasons why employees may resist the management proposals (10 marks)
2.
  - a) Leadership is an important function in ensuring change is well implemented. With examples discuss this statement. (10 marks)
  - b) Stress when not well managed can contribute negatively to organizations performance, discuss (10 marks)
3.
  - a) Organization change is brought about by different forces, giving examples, discuss (10 marks)
  - b) Explain the importance of human resource manager in change management (10 marks)

4. a) Organizations may fail to successfully achieve the results needed after change implementation, discuss reasons to why (10 marks)
- b) Discuss contributors to organization resistance to change (10 marks)
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