



## GARISSA UNIVERSITY

### UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **FOUR** **SECOND SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 481

COURSE TITLE: ORGANIZATIONAL LEADERSHIP AND CHANGE

EXAMINATION DURATION: 3 HOURS

**DATE: 11/05/18**

**TIME: 09.00-12.00 PM**

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#### INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

*please turn over*



**QUESTION ONE (COMPULSORY)**

- (a) Express the concept of change management in a layman’s language [2 marks]
- (b) Explain various styles of leadership and when they are appropriate [10 marks]
- (c) What are some of the challenges faced in change management [7 marks]
- (d) Share some of the qualities that can make a person best fit for the change management role. [5 marks]
- (e) Although change is painful, it is quite important in organizations. Discuss [5 marks]

**QUESTION TWO**

- (a) Outline the change management process [7 marks]
- (b) In each step state the skills required to make it a success [8 marks]

**QUESTION THREE**

As a senior manager in a multinational company, a new staff member approaches you to explain to him the following concepts. In a Nutshell, put down notes on what you will say to him.

- i. Resistance to change [5 marks]
- ii. Strategic change management [5 marks]
- iii. Highlight the concept of evolution of change [5 marks]

**QUESTION FOUR**

- (a) Explain what change reinforcement is. [5 marks]
- (b) Before initiating any change, explain five major considerations to make. [10 marks]

**QUESTION FIVE**

- (a) Highlight the role of communication in change management. [5 marks]
- (b) Describe the various communication media that assist in organizations [10 marks]

**QUESTION SIX**

- (a) As a newly appointed supply senior manager in a multinational company, identify ten key guidelines to make your job outstanding among the other equally able competitors, especially when it comes to change management [10 marks]
- (b) Briefly discuss the importance of change management as a discipline [5 marks]

