



**MURANG'A UNIVERSITY**

**(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF SCIENCE AND TECHNOLOGY)**

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF HUMAN RESOURCES  
HBC 2208 ORGANISATIONAL DEVELOPMENT**

**ORDINARY EXAM.**

**APRIL 28 APRIL 2015**

**TIME: 2 HOURS**

---

**Instructions:**

**Answer question ONE and any other TWO questions**

**QUESTION 1**

- a) Define the term organisation change (2 marks)
- b) Differentiate four types of change in an organisation (8 marks)
- c) Briefly describe 8 individual resistance to change in an organisation (8 marks)
- d) Explain six benefits of overcoming to change (6 marks)
- e) Explain the life cycle of change initiatives (6 marks)

**QUESTION TWO**

- a) Explain five external forces of change in an organisation (10 marks)
- b) Briefly outline the change process (10 marks)

**QUESTION THREE**

- a) Describe five effective change agents (10 marks)
- b) Explain 4 negative effects of resistance to change in an organisation (4 marks)
- c) Explain six mechanisms which could be use in change management of an organisation (6marks)

**QUESTION FOUR**

- a) Explain internal forces of change in an organisation
- b) Explain the leadership attributes and requirement for change management (10 marks)