

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

CHANGE MANAGEMENT (BS411)

NOV 2023

TIME: THREE HOURS

INSTRUCTIONS TO CANDIDATES

1. Answer **any four** questions.
2. Start the answer to each question on a fresh page.

INFORMATION TO CANDIDATES

1. No cellphones and any other unauthorised materials are allowed into the examination room.
2. Each question carries 25 marks.

QUESTION 1

Analyse any **six** strategies that can be used by many organisations in addressing change challenges. [25 marks]

QUESTION 2

'Future shock or too much change in a short time affects managers and organisations'. Examine the validity of this claim. [25 marks]

QUESTION 3

Explain the relevance of the following models in managing organisations:

- (a) Rodger Bell's Adaptive Curve (10 marks)
- (b) John Kotter's 8 Stage Model of Change (10 marks)
- (c) Bridge's Transition Model (5 marks)

[25 marks]

QUESTION 4

Analyse any **five** key factors of cultural change.

[25 marks]

QUESTION 5

Assess the impact of culture in change management process.

[25 marks]

QUESTION 6

Explain the following terms as used in change management:

- (a) Psychological Contracts (5 marks)
- (b) Organisational Development (5 marks)
- (c) Tools of Change (5 marks)
- (d) Transformational Change (5 marks)
- (e) Change Practitioner (5 marks)

[25 marks]

END OF PAPER