

BINDURA UNIVERSITY OF SCIENCE EDUCATION  
FACULTY OF COMMERCE  
DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

CHANGE MANAGEMENT (BS 411)

TIME: THREE HOURS

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**INSTRUCTIONS TO CANDIDATES**

APR 2025

1. Answer any four questions.
2. Start the answer to each question on a fresh page.
3. No cell phones and any other unauthorised materials are allowed into the examination room.
4. Each question carries 25 marks.

### **QUESTION ONE**

Discuss the influence of Human Resources Information Systems on change management and outline how organizations can leverage digital tools for successful change. [25 Marks]

### **QUESTION TWO**

Critically evaluate the significance of employee involvement in change management and the potential consequences of their exclusion. [25 Marks]

### **QUESTION THREE**

What is the role of change agents in facilitating successful change initiatives within organizations? [25 Marks]

### **QUESTION FOUR**

Discuss the role of globalization on change management strategies in multinational corporations. [25 Marks]

### **QUESTION FIVE**

Compare and contrast Lewin's Change Management Model with Kotter's 8-Step Process clearly outlining the strengths and weaknesses of each model? [25 Marks]

### **QUESTION SIX**

Discuss the role of performance metrics in evaluating the effectiveness of change management efforts. [25 Marks]

**\*\*\*END OF PAPER\*\*\***