

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

CHANGE MANAGEMENT (BS411)

JUN 2024

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

‘Organisations change because the people within the organisation adopt and change too’.

Evaluate the assertion.

[25 marks]

QUESTION 2

Examine the following models of change management and how they assist managers in managing organisations.

(i) Kubler Ross Model (13)

(ii) Prosci Adkar Model (12)

[25 marks]

QUESTION 3

Analyse the assertion that organizational culture is a key concept to successful change management programme.

[25 marks]

QUESTION 4

Discuss any five change leadership styles and their impact during a change programme.

[25 marks]

QUESTION 5

Examine the applicability of tools of change in improving the change process.

[25 marks]

QUESTION 6

‘Change in organisations has become a necessary discipline if they need to remain in business.

Evaluate this statement.

[25 marks]

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