



"Investing in Africa's future"

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NMMS: 211 CHANGE MANAGEMENT

END OF SEMESTER EXAMINATION

NOVEMBER 2022

LECTURER: DR STANISLAS BIGIRIMANA

DURATION: 3 HOURS

INSTRUCTIONS

**ANSWER THE FIRST QUESTION AND ONE QUESTION OF YOUR CHOICE IN EACH SECTION.
SOUND ARGUMENT AND ILLUSTRATIONS WILL EARN YOU MARKS**

QUESTION 1

Basing yourself on an organization of your choice:

- 1) Identify an area where change is needed;
- 2) Explain why that area really needs to change;
- 3) Suggest a process that change management in that area may follow;
- 4) Identify factors that may lead to successful change management in that area;
- 5) Identify obstacles that may make change management difficult or unsuccessful in that area.

(25 marks)

SECTION A**QUESTION 2**

Discuss in details at least 3 factors that may trigger change in an organization. (25 marks)

QUESTION 3

Explain the challenges brought by the need for integration in the process of change management.

SECTION B**QUESTION 4**

Explain and illustrate the main assumptions of Lewin's theory of change. (25 marks)

QUESTION 5

Explain and illustrate the main assumption of Deming's theory of change. (25 marks)

SECTION C**QUESTION 6**

Using concrete examples, explain how political factors may triggers change in an organization. (25 marks)

QUESTION 7

Using Concrete examples, explain how environmental factors may trigger change in an organization. (25 marks)

END OF PAPER

