



***"Investing in Africa's Future"***

**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**

**NMMS 211: CHANGE MANAGEMENT I**

**END OF SECOND SEMESTER EXAMINATION**

**APRIL 2022**

**LECTURER: DR STANISLAS BIGIRIMANA**

**DURATION: 3 HOURS**

### ***INSTRUCTIONS***

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Answer **four** questions

Answer question **1** and any **one** question of your choice in each section

### **Question 1(25 marks)**

Based on an organization of your choice:

- a) Identify an area where change is needed;
- b) Explain why that area really needs to change;
- c) Suggest a process that change management in that area may follow;
- d) Identify factors that may lead to successful change management in that area;
- e) Identify obstacles that may make change management difficult or unsuccessful in that area;

## **SECTION A**

### **Question 2 (25 marks)**

Discuss at least **three** factors that may trigger change in an organization.

### **QUESTION 3 (25 Marks)**

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

## **SECTION B**

### **Question 4 (25 Marks)**

Explain and illustrate the main assumptions of Lewin's theory of change

### **Question 5 (25 marks)**

Explain and illustrate the main assumption of Deming's theory of change.

## **SECTION C**

### **Question 6 (25 marks)**

Using concrete examples, explain how political factors may trigger changes in an organization.

### **Question 7 (25 marks)**

Using concrete examples, explain how environmental factors may trigger changes in an organization.