
TITLE OF PAPER: Change Management/ Training Management II

DEGREE AND YEAR: Bachelor of Commerce IV

COURSE NUMBER: BA 403/ IDE-BA403/ IDE-BA509

TIME ALLOWED: Three (3) hours

INSTRUCTIONS

1. THIS PAPER CONSISTS OF SECTION (A) AND (B)
2. THE CASE STUDY SECTION (A) IS COMPULSORY
3. ANSWER ANY THREE QUESTIONS FROM SECTION B

NOTE: You are reminded that in assessing your work, account will be given of the accuracy of language and the general quality of expression, together with the layout and presentation of your final answer.

THIS PAPER MUST NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.

GOOD LUCK !!!

(Read the case scenario below and answer the questions that follow.)
Kotter, in his book "Leading Change", defines change management as an approach to transitioning individual teams, and organisations to the desired future state. The main focus of the change management process is to address the people and organisational factors that provide a catalyst to change in the organisation. The ultimate aim of change management initiative is to ensure that every individual in the organisation is ready and willing to transition to a new role in the proposed organisation and environment...".

Question 1

Required:

- 1.1 Explain how to effectively transition individual teams and organisation to the desired state using the Organisational and Human Resource Development(HRD) interventions **(20)**
 - 1.2 What are the expected outputs in using each of the interventions? **(20)**
- Total **(40 marks)**

Question 2

All organisations whether new or old, Public or private should undergo a change and development programme.

2.1 What are the objectives and benefits of change? **(10 marks)**

2.2 Discuss the essence of people alignment in the change and development process. **(10 marks)**

Question 3

Illustrate graphically and discuss how you could use a structured approach to implementing change and development at the University of Swaziland.

(20 marks)

Question 4

Often change does not achieve the desired outcomes because of failure to follow effective change management Principles. Discuss the top ten list of guiding principles that you would adhere to in effectively leading and managing change. **(20 marks)**

Question 5

As a change Consultant, commissioned to revamp an office supplies organisation based in Matsapha, an employee of the organisation was questioning your roles and responsibilities in effecting change in office supplies business. Please respond, giving practical illustrations. **(20 marks)**

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