

UNIVERSITY OF ESWATINI
FACULTY OF SOCIAL SCIENCE
BACHELOR OF ARTS (SOCIAL SCIENCE), YEAR 4

FINAL EXAMINATIONS PAPER: DECEMBER 2021

RE-SIT PAPER

TITLE OF PAPER: ORGANISATIONAL CHANGE & DEVELOPMENT

COURSE CODE: PAD 406

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: 1 ANSWER TWO QUESTIONS:

- 2. THE FIRST QUESTION IN SECTION ONE IS COMPULSORY**
- 3. CHOOSE ONE QUESTION FROM SECTION TWO**
- 4. ALL QUESTIONS CARRY EQUAL MARKS**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED
BY THE INVIGILATOR**

SECTION ONE

COMPULSORY QUESTION

Question 1

Discuss how the unprecedented COVID 19 pandemic as a social environmental factor has affected the business industry in Eswatini on **THREE** of the following *change levels*; give examples in the process;

- Market/Society
- Product/Service
- Abilities
- Culture
- Brand & Values
- Purpose/Impact

(25)

SECTION TWO

Question 2

Discuss the concept of organisational Change Management, including its significance, complexity and the risks in the process. (25)

Question 3

Write short notes on **TWO** of the following concepts which play important roles in the change process of organisations;

- (A) The Kochan and Borocci Model as a lever of change
- (B) Schuler & Jackson Model as a lever of change
- (C) The Critical Change Leadership as an enactor of change.
- (D) Resistance to change and how it can be redressed.

(25)

Question 4

Differentiate between the following terms;

- Strategic Planning and Strategic Thinking
- Management and Leadership in an organisation
- Contingency Perspective of managing change and Psychological Perspective of managing change

(25)