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DECEMBER 2025/SET A/MGT3433/MGT3063



FINAL EXAMINATION

BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
HUMAN RESOURCE MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
BACHELOR OF CORPORATE ADMINISTRATION (HONOURS)

COURSE	:	MANAGING CHANGE
COURSE CODE	:	MGT3433/MGT3063
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **FOUR (4)** questions.
2. Answer ALL questions in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/ PASSPORT NO.
ID. NO.
LECTURER
SECTION

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DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 2 printed pages including the front page

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LONG ESSAY

Instruction: Answer ALL questions.

1. Changing organization is as exhilarating as it is messy as satisfying as it is frustrating, as creative as it is rational.

Explain **FIVE (5)** types of organizational change and provide one real-world example for each.

(25 marks)

2. Selecting an inappropriate medium with which to transmit important information to key groups affected by a change proposal may not be taken seriously, may be seen as insensitive, and may strengthen disaffection, such as choosing a social media platform to communicate major changes.

Discuss **FIVE (5)** ways that social media contributes to change management communication and provide an example of real practice for each.

(25 marks)

3. Sustainability implies that new working methods and performance levels are maintained for an appropriate period, or that new practices and processes are routinized until they become embedded.

Elaborate on **FIVE (5)** factors that can lead to the failure of a change to be sustained and provide an example of real practice for each.

(25 marks)

4. Middle managers can be key to change. Their understanding of frontline operations is usually better than that of senior management.

Explain **FIVE (5)** approaches to developing change management expertise and provide an example of real practice for each.

(25 marks)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER

