

**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/MGT402
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 : _____

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

LONG ESSAY

Instruction: Answer ALL questions.

1. An Innovation enables organizations to improve their products, processes, and ways of operating in response to a dynamic business environment. As a result, innovation often becomes a catalyst for organizational change.

Explain **FOUR (4)** types of innovation that can drive organizational change and provide an example of real practice for each type.

(25 marks)

2. Communication is a fundamental process that enables individuals and organizations to exchange information, ideas, and meaning. The effectiveness of communication depends on the proper functioning of several key components.

Describe **FIVE (5)** components of the communication process and provide an example of real practice for each component.

(25 marks)

3. Sustaining organizational change is often more difficult than implementing it. Changes that initially appear successful may gradually lose momentum due to leadership changes, employee turnover, resource constraints, and other organizational challenges

Discuss **FIVE (5)** threats to change sustainability and provide an example of real practice for each threat.

(25 marks)

4. Performing the role of a change manager can be as challenging as it is rewarding, as demanding as it is developmental, and as risky as it is beneficial. Successful change managers often gain new knowledge, skills, experiences, and opportunities through their involvement in organizational change initiatives.

Explain **FIVE (5)** rewards when change manager perform their roles and provide an example of real practice for each reward.

(25 marks)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER

