UNIVERSITY OF ESWATINI

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES

FINAL EXAMINATION PAPER: MAY, 2019

TITLE OF PAPER: ORGANIZATIONAL CHANGE AND DEVELOPMENT

COURSE CODE: PAD 406

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: 1. ANSWER TWO QUESTIONS: ONE QUESTION FROM SECTION 1 AND ANOTHER FROM SECTION 2

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

SECTION 1

1. What is your understanding of organizational change and development? Discuss the major threats and opportunities that occur as changes in the business environment, using PEST Analysis.

(50 Marks)

2. Although there is no one right or wrong way to mitigate change, there are a few tried-and-true change management models that organizations return to again and again. Discuss three of the change management models on how teams and companies implement organizational change

(50 Marks)

3. Discuss the different perspectives of managing change and the steps that organizational leaders can take to lessen the impact of change on employees.

(50 Marks)

SECTION 2:

4. Leadership teams that fail to plan for the human side of change often find themselves wondering why their best-laid plans have gone awry. Discuss the ten Principles of Change Management which act as a set of practices, tools, and techniques that can be adapted as a systematic, comprehensive framework to manage personal change and engage the entire organization in the process.

(50 Marks)

5. Outline one of the six-step models of implementing change in an organization.

(50 Marks)

6. Discuss the three dimensions of emotional intelligence and the different ways of how emotional intelligence allows workers to get more done every day. What are the five key factors of Goleman's competency framework of emotional intelligence?

(50 Marks)