

BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING

**BACHELOR OF BUSINESS ADMINISTRATION-LEADERSHIP AND
CHANGE MANAGEMENT**

LEADERSHIP AND SOCIAL MARKETING

LS 232

SESSIONAL EXAMINATION

Marks – 100

TIME ALLOWED: 3 HOURS

Instructions:

1. The examination consists of **Two** sections: A, and B.
2. Begin each answer to a new question on a new page.
3. Answer questions according to instructions given in each section.
4. Write answers in the answer booklet provided.
5. Write in grammatical English.

Section A Short Answer Questions

[60 marks]

Answer all questions in this Section

1. Define external forces of change in an organization. Support your definition with one example.

(5 marks)

2. The following are the three states of the change process: current, transition and future state.

What is meant by the transitional state of change?

(5marks)

3. Define external environment, and explain how it impacts on change.

(5 marks)

4. Explain with illustrations the connection between apathy and resistance to change.

(8 marks)

5. Effects of resistance have been observed on change leaders, and withdrawal is one such effect.

Explain withdrawal, and support with examples.

(8marks)

6. Explain why the leader's ability to eradicate distractions is an important strategy to overcome resistance.

(5 marks)

7. The innovation process in a changing situation involves four stages. Choose any two of these

and define what happens during those stages.

(8 marks)

The generation or conception of the new idea stage

The proposal stage

The adoption or acceptance stage

The implementation stage

8. Explain people as a factor affecting culture.

(8 marks)

9. List any five organisational attributes that can be used to assess change. **(5 marks)**

Section B Essay-type Questions

[40 marks]

Answer any TWO questions from this Section

10. Discuss external forces and organizational change under the following subheadings:

(20 marks)

- i. Technological environment
- ii. Economic environment
- iii. Social environment

11. Write a case study to illustrate organizational resistance in as far as they are manifested in Botswana regarding educational changes in the country.

(20 marks)

- i. Inertia of a Structure
- ii. Threat to power Dynamics
- iii. Group Pressure

12. With specific reference to Botswana explain the following effects of resistance, and how you think they can impact negatively on an organization of your choice.

- i. Persistent strikes and disruptive work environment
- ii. Compromised Morale
- iii. Missed objectives

END OF EXAMINATION