



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017
SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
PUBLIC POLICY AND ADMINISTRATION
APP 404: ORGANIZATION DEVELOPMENT

DATE: Thursday, 18th May 2017

TIME: 8.00a.m-10.00a.m

INSTRUCTIONS

Answer three questions

Question one is compulsory

Question One

- a. Define the concept organization development (2marks)
 - b. Explain the features of organization development (10marks)
 - c. Change is an inevitable occurrence. Citing relevant examples, explain the driving forces of change in the public sector. (10marks)
 - d. Critically, discuss Kurt Lewin's theory of change in organizations (8marks)
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2. Distinguish between traditional and learning organizations and explain the importance of learning organization. (20marks)
 3. While implementing change, employees tend to resist its adoption. Discuss the rationale behind change resistance and how the resistance can be overcome. (20 marks)
 4. Citing relevant examples, Discuss the challenges faced by the public sector in the process of adopting change. (20marks)