



# The Co-operative University of Kenya

**END OF SEMESTER EXAMINATION DECEMBER-2018**

**EXAMINATION FOR THE DIPLOMA IN MICROFINANCE**

**UNIT CODE: CMCC 2403**

**UNIT TITLE: LEADERSHIP AND CHANGE MANAGEMENT**

**DATE: APRIL, 2018**

**TIME: 2:00 PM – 4:00 PM**

## **INSTRUCTIONS:**

- Answer question **ONE (compulsory)** and any other **TWO** questions

## **QUESTION ONE**

- Define the terms below;-
  - Leadership (2 Marks)
  - Strategy (2 Marks)
- Discuss characteristics of a transformational leaders (10 Marks)
- Explain THREE levels of change management (6 Marks)
- Highlight at least TWO theories of change management (10 Marks)

## **QUESTION TWO**

- Explain the role of leadership in developing organizational capabilities (10 Marks)
- Discuss the challenges of leadership in today's competitive business environment (10 Marks)

## **QUESTION THREE**

- Explain the effect of cultural change in leadership behavior (10 Marks)
- Discuss the importance of a team in goals achievement (10 Marks)

## **QUESTION FOUR**

- Describe the characteristics of a good leader (10 Marks)
- Differentiate between leadership and management (10 Marks)

## **QUESTION FIVE**

- What is change management (2 Marks)
- Explain the principles of change management (10 Marks)
- Give reasons why change management is important in current business environment (8 Marks)