

**Tuesday 15 January 2019 – Morning**

**Level 3 Cambridge Technical in Business**

**05837/05878**

**Unit 15: Change management**

**Duration: 1 hour 30 minutes**

**Plus your additional time allowance**

**Modified Enlarged 18 pt**

**You must have:**

**a clean copy of the resource booklet  
(insert C428)**

**You may use:**

**a calculator**

**First Name**

**Last Name**

**Centre  
Number**

**Candidate  
Number**

**Date of  
Birth**

D

D

M

M

Y

Y

Y

Y

## **INSTRUCTIONS**

**Use black ink.**

**Complete the boxes on the front page with your name, centre number, candidate number and date of birth.**

**Answer ALL the questions.**

**Write your answer to each question in the space provided.**

**If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.**

## **INFORMATION**

**The total mark for this paper is 60.**

**The marks for each question are shown in brackets [ ].**

**Answer ALL questions.**

**Use the information provided in the RESOURCE BOOKLET to answer the following questions.**

**1 Refer to RESOURCE 1.**

**(a) Outline TWO external drivers of change at 'Citru Ltd'.**

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

- (b) 'Citru Ltd' plans to open a factory shop that sells directly to the public.**

**Analyse FOUR likely barriers to this change at 'Citru Ltd'.**

**Which one of these four barriers is likely to have the greatest impact on 'Citru Ltd' if it is not managed successfully? Give reasons for your choice. [16]**

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- (c) Produce a plan of action for 'Citru Ltd' based on four of Kotter's steps for leading change.**

**Evaluate the advantages to ‘Citru Ltd’ of implementing the steps contained in your plan. [16]**

[illegible]





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**2 Refer to RESOURCE 2.**

- (a) Identify and explain THREE possible impacts on 'Citru Ltd's' production workers of working in the factory shop.**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[2]**

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[2]**

**3** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[2]**

- (b) Analyse the qualitative and quantitative data shown in RESOURCE 2.**

**Advise 'Citru Ltd' of the most important issues it needs to address to keep the change management process on track.**

**Justify your answer. [16]**

[illegible]



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**END OF QUESTION PAPER**

### ADDITIONAL ANSWER SPACE

**If additional answer space is required, you should use the following lined pages. The question number(s) must be clearly shown – for example 1(c) or 2(b).**

[illegible]









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