

Tuesday 16 January 2024 – Morning

Level 3 Cambridge Technical in Business

05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes

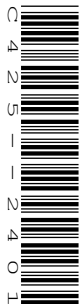
C425/2401

You must have:

- the Resource Booklet (Insert C428 - inside this document)

You can use:

- a calculator



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number

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Candidate number

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First name(s)

Last name

Date of birth

D	D	M	M	Y	Y	Y	Y
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INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.
- Use the Resource Booklet to answer **all** the questions.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document has **8** pages.

ADVICE

- Read each question carefully before you start your answer.

1 Use Resource 1.

(a) Describe **two** changes in the economy that have driven change at OP Tours Ltd.

1

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2

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[4]

(b) Evaluate possible impacts of the change on OP Tours Ltd's staff training needs.

[16]

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- [16]**

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- (b) Rishi is experiencing stakeholder inertia and Ryan is experiencing stakeholder fear. Explain the difference between stakeholder inertia and stakeholder fear.

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..... [2]

- (c) OP Tours Ltd has been accused of having a negative impact on the environment. This is because all of its coaches have diesel engines. The directors have decided to replace some of the diesel coaches with electric coaches. The coach drivers do not agree with this decision. Identify **two** stages of Lewin's change management theory. For each of these stages, identify **one** action that the directors could take to help manage this change effectively.

Stage 1

Action

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Stage 2

Action

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[6]

END OF QUESTION PAPER



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