

Tuesday 15 January 2019 – Morning

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS

05837/05878 Unit 15: Change management

Duration: 1 hour 30 minutes

C425/1901



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 above 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 [].
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	38
2	22
Total	/60

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*.

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.....**[3]**

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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.

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(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]

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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).

A large vertical rectangular area containing 25 horizontal dotted lines for writing answers.

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