

UNIVERSITY COLLEGE LONDON

*University of London*

EXAMINATION FOR INTERNAL STUDENTS

*For the following qualifications :-*

*M. Sc.*

**ESGU17: Organisational Change to Support Urban Development**

COURSE CODE : ENVSGU17

DATE : 25-MAR-02

TIME : 14.30

TIME ALLOWED : 3 hours

02-C0006-2-30

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TURN OVER

**PAPER ENVSGU17: Organisational Change to Support Urban Development (2001/02 Session)**

**DURATION: 3 hrs.**

**Please answer THREE questions only.**

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- Q1. Create a checklist of the important changes in the actions of a local government that a donor agency's intervention might have to bring about, if it is to improve the local government's provision of basic services to those who are poor. Very briefly, support your choices.
- Q2. With regard to addressing the failure of an organisation to perform certain actions, it has been said that "manipulating the internal components of individual agencies amounts to no more than tackling part of the problem" (Njoh, 1995). Do you agree? Explain your answer.
- Q3. What role do the motives of an organisation and its personnel play in changing the behaviour of an organisation? What are the sources of these motives?
- Q4. What are the limitations of capacity building as a tool to change the behaviour of an organisation?
- Q5. As tools for bringing about changes in the actions of organisations, can there be conflicts between the provision of leadership and the promotion through partnerships of organisational interactions? Explain your answer.
- Q6. What is the difference between Levy's "web of institutionalisation" and a map of organisational interactions? What are the relative advantages of each concept for understanding organisational change?

**END OF PAPER**