FACTORS AFFECTING CHANGE MANAGEMENT IN SERVICE ORGANIZATIONS

A CASE STUDY OF TELKOM KENYA LIMITED

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A RESEARCH PROJECT SUBMITTED FOR EXAMINATION IN PARTIAL FULFILLMENT FOR THE AWARD OF DIPLOMA

IN HUMAN RESOURCE MANAGEMENT OF UNIVERSITY OF NAIROBI

JUNE 2012
DECLARATION

I do declare this is my original work and has never been presented in any other university for an Academic Award

Mbuu Dennis Sila

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Name Signature Date

This research project report has been submitted for examination with the approval of the University of Supervisor:

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Name Signature Date
ABSTRACT

This study was undertaken to find out the factors affecting change management in service organizations; the study was concentrated at Telkom Kenya as a case study.

Its objectives were to find out how resistance to change affects change management, establish the best change process in an organization, and establish how leadership affects change in organization and to find out how an organization can plan for effective change.

The significance of the study was that the study was to help the management in learning how to effectively initiate change so as to minimize its negative effects and maximize its benefits for improved growth and productivity to other organizations, to customers, to students and other researchers and to investors.