

**THE IMPACT OF CHANGE MANAGEMENT ON
PERFORMANCE OF REGIONAL CENTRE FOR MAPPING OF
RESOURCES FOR DEVELOPMENT (RCMRD)**

BY

MUNYAO, SOLOMON MBULA

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Abstract

The broad objective of this study that was conducted at Regional Centre for Mapping of Resources for Development (RCMRD) was to determine the impact of change management on performance of RCMRD. The total population of the Centre's staff is seventy spread across three major departments. The research study employed descriptive survey type of research and targeted all the staff members from across the ranks. They were issued with structured open and closed ended questionnaires and asked to fill them. The data collected was analyzed using SPSS software before the final report was prepared and presented. The research findings indicate that there exist a positive relationship between change management and organizational performance at 57.9 percent and that when tested, Kotter's eight stage model for leading change was found to be statistically significant at less than 0.05 percent. It was also found that despite the fact that the model is statistically significant, no single step of the model can have a significant impact on performance and therefore the reason for management to ensure that all the steps are followed when implementing changes. The value of the study was to help RCMRD in determining the effectiveness of the changes it has been carrying out and therefore, helping it in making decisions from an informed platform. The study was limited to one specific area of study and that since it was self-reporting, it was likely that some respondents might have responded in their own subjective manner. The researcher faced the challenge of financial resources due to the fact that he was self-sponsored. The Centre's management accepted the research to be carried out at the organization besides implementing its findings. Some of the ethical issues that were observed during this research study included obtaining a written consent from RCMRD before conducting the research as well as an introduction letter from PAC University. The information that was obtained from the respondents was kept in confidence. A hypotheses held by this research study was that change management improves an organization's performance and that there is a positive correlation between change management and organizational performance. This hypothesis was proved positive by this research in that change management was found to increase in direct proportion to organizational performance. However, none of the Kotter's eight steps could have a significant impact on performance when implemented on its own. In future, other researchers can test the impact of leadership, culture and employee motivation on performance.

TABLE OF CONTENTS

DECLARATION PAGE	(ii)
DEDICATION	(iii)
ACKNOWLEDGEMENT	(iv)
ABSTRACT	(v)
TABLE OF CONTENTS	(vi)
LIST OF TABLES	(x)
LIST OF ABBREVIATIONS AND ACRONYMS	(xiii)
OPERATIONAL AND DEFINITION OF TERMS	(xiv)
CHAPTER ONE: INTRODUCTION	1
1.1 Background	1
1.1.1 Change Management	2
1.1.2 Organizational Performance	3
1.1.3 Regional Centre for Mapping of Resources for Development (RCMRD)	4
1.2 Statement of the Problem	5
1.3 Research Objectives	6
1.4 Research Questions	7
1.5 Purpose of the Study	7
1.6 Limitations of the Study	8
1.7 Assumptions of the Study	8
CHAPTER TWO: LITERATURE REVIEW	10
2.1 Introduction	10
2.2 Change Management Theories	10
2.2.1 Beckhard's Change Equation	10
2.2.2 Kurt Lewin Change Model	11
2.2.3 The Satir Change Model	12
2.2.4 Kotter's Eight Stage Model for Leading Change	13

2.2.4.1 Raising the urgency level for Change-----	13
2.2.4.2 Establishing of a Guiding coalition Team-----	14
2.2.4.3 Developing Vision and Strategies-----	14
2.2.4.4 Communicating the Desired Change-----	15
2.2.4.5 Empowering Employees for Broad-based Action-----	16
2.2.4.6 Celebrating Short Term Wins-----	17
2.2.4.7 Consolidating gains to Produce more Change-----	18
2.2.4.8 Making Changes part of the Organization's Culture-----	19
2.3 Organizational Performance Theories-----	20
2.3.1 Balanced Scorecard-----	20
2.3.1.1 Customer Focus-----	21
2.3.1.2 Internal Business Processes-----	22
2.3.1.3 Learning and Growth-----	23
2.3.1.4 Financial Perspectives-----	24
2.4 Change Management-----	25
2.5 Organizational Performance-----	27
2.6 Change Management and Organizational Performance-----	29
2.7 Conceptual Framework -----	31
CHAPTER THREE: METHODOLOGY-----	33
3.1 Introduction-----	33
3.2 Research Design-----	33
3.3 Target Population-----	33
3.4 Data Collection and Instruments-----	34
3.5 Data Analysis-----	35
3.6 Ethical Considerations-----	35

CHAPTER FOUR: DATA ANALYSIS AND FINDINGS	37
4.1 Introduction	37
4.2 Respondents Demographics	37
4.2.1 Age of Respondents	37
4.2.2 Gender of Respondents	38
4.2.3 Marital Status of Respondents	39
4.2.4 Respondents' Departments	39
4.2.5 Respondents Number of Years Worked at the Centre	40
4.3 Change Management Questions and Responses	41
4.4 Organizational Performance Questions and Responses	56
4.5 Change Management	72
4.6 Organizational Performance	74
4.7 Discussion of Findings	79
4.7.1 Respondents Demographics	79
4.7.2 Change Management	80
4.7.3 Organizational Performance	82
4.7.4 Change Management and Organizational Performance	83
CHAPTER FIVE: CONCLUSIONS AND RECOMMENDATIONS	84
5.1 Introduction	84
5.2 Respondents Demographics	84
5.3 Change Management	84
5.4 Organizational Performance	85
5.5 Conclusion	85
5.6 Recommendations areas of Future Study	86
REFERENCES	87
APPENDICES	91

Appendix (I) Questionnaire-----91

Appendix (II) Letter of Approval (RCMRD)-----95

Appendix (III) Letter of Approval (PAC University)-----96