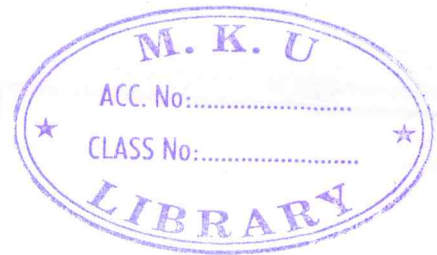


FACTORS AFFECTING CHANGE MANAGEMENT IN THE PUBLIC SECTOR:

(A case of the Ministry of Labour, Social Security and Services)

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ABSTRACT

The research project was designed to study factors affecting change management in the public sector a case study of Ministry of Labour, Social Security and Services. The overall objective was to determine the factors affecting change management and find out how the results affect their performance, identify the factors that affect employees resistance towards change management, to analyze how culture affect change management and to make recommendations on ways for effective change management in the entire public service. Change is important in any organization for them to achieve their desired or set goals especially in the public sector. The study adopted a descriptive survey design with a target population of thirty two employees of all cadres from various departments in the organization. The data collected was analyzed using various statistical methods and organized and codified for processing to generate the relevant information through use of computer packages which included Ms Excel, Ms Word and was presented in tables and figures.

The result showed that there is resistance to change. Staff is not very sure about their job security in the organization. The organization concentrates on implementing change without communicating the need to change and how it will benefit the employees hence causing resistance to change. Based on these findings it is recommended that the management should inform the employees about the planned change before implementing it. Recommendations were put forward and if implemented will greatly enhance the quality of service in the public sector