

MOUNT KENYA UNIVERSITY COLLEGE

**CHANGE MANAGEMENT AND ITS IMPACT ON ORGANIZATIONAL
PERFORMANCE A STUDY AT MACHAKOS UNIVERSITY COLLEGE
(MUC) IN MACHAKOS COUNTY**

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ABSTRACT

This study topic examines the impact of change management in an organization on organizational performance. Other factors like change management strategies, resistance to change and change implementation are also viewed out in organizations performance. The study was carried out in Machakos town and it targeted a population of 150 employees sample size 20 employees were selected. Quantitative data from the study was analyzed through descriptive statistics. The result indicated that empirical-rational strategy was effective while power coercive was ineffective in change management. It imposed change on employees leading to declined productivity hence impact organizational performance. The findings also showed some indicators of change management. Change implementation negatively affects organizational performance if it is not done in participative style and the resistance to change was higher in radical changes than incremental changes. Staff training on change, effective communication between managers and employees on issues pertaining to change and implication of participatory style of management recommended.