

MAKERERE UNIVERSITY
COLLEGE OF BUSINESS AND MANAGEMENT SCIENCE

STRATEGIC CHANGE MANAGEMENT IN HIGHER INSTITUTIONS OF LEARNING
A CASE OF KYAMBOGO UNIVERSITY

By

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ABSTRACT

The study was carried out to examine the Strategic Change Management in Higher Institutions of Learning; A case of Kyambogo University. The study was guided by three specific objectives, namely; to examine the drivers of strategic change, examine the factors that hindered change management and to establish the ways of improving strategic change in higher institutions of Learning. It was motivated by the inability of Kyambogo University to manage the change process after a period of over 10 years of the merger.

A cross sectional and quantitative research design was adopted. A sample size of 479 respondents was selected from a population of 1500 employees Kyambogo University basing on the Krejcie, and Morgan, (1970) table of selecting a sample and 255 questionnaires were received giving a response rate of 53.2%. The study relied on primary data which was obtained through a self-administered questionnaire. The study employed simple random sampling to select respondents from the entire population since it gives each employee had an equal probability of being selected for the sample. Data collected was coded and entered into Statistical Packages for Social Scientists (SPSS Version 17.0) and analyzed using descriptive statistics.

The study found that changes were carried out to refine and consolidate different visions and missions into a single shared vision and mission, to provide better services and improve customer satisfaction.

The study recommends that involvement of all stakeholders at all levels/stages of change process is vital for the successful management of change. It also recommends that there must be a clear, open communication strategy during the change management process.