

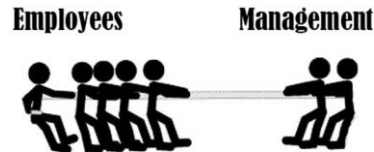
Minimizing employee resistance during organizational change in the Hospitality Sector

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*Organizational change has a success rate of 30% (McNally, 2018).

Aim: To analyze the causes of employee resistance during organizational change as well as how managers can minimize this resistance in the hospitality sector.



(Future Manders, 2018)

Objectives

- 1:** Critically examine previous research on organizational change and change management to develop a framework to minimize the resistance during organizational change
- 2:** Conduct Primary research to determine how managers cope with and minimize resistance in the hospitality sector
- 3:** Propose recommendations to hotel managers based on primary and secondary data to ease the implementation of organizational changes

Literature Review

-Change management 'the process of continually renewing an organization's direction, structure, and capabilities to serve the ever-changing needs of external and internal customers.' Todnem (2005)

- Unfamiliarity with certain processes or changes taking place often times is received with negativity amongst individuals (Pieterse et al., 2012).

Anticipated findings:

Employees are resistant to change as a result of impaired mutual understanding and uncertainty of how their roles upon implementing organizational change may vary

Rationale:

- Analyze, critique and evaluate how organizational change impacts employee satisfaction.
- Provide a framework to minimize the resistance of staff to the organizational change.

References:

- Todnem, R. (2005) 'Organisational Change Management: A Critical Review'. *Journal of Change Management*, 5(4) pp.369 –380.
- Pieterse, J., Caniëls, M. and Homan, T. (2012) 'Professional discourses and resistance to change'. *Journal of Organizational Change Management*, 25(6) pp.798-818.