

DECLARATION

I hereby declare that this research report is my own original, unaided work. I have acknowledged and correctly referenced all the sources utilized.

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Date:

ACKNOWLEDGEMENTS

I would like to extend my heartfelt and sincere gratitude to the following people who been with me throughout this process.

Thank you to my family, especially my mom and dad, for providing encouragement and support as I completed this journey. A very special and sincere thank you to my husband, Igsaan Hendricks, who has been exceptionally supportive and motivated me during my darkest hours. Thank you for your interest in my endeavour. Your love and patience has been greatly appreciated. I am extremely fortunate to have such a caring and supportive environment in which to foster my learning and growth.

Thank you to the many friends and colleagues who have provided much encouragement and inquiries about the progress I have made or not made during this endeavour. I have appreciated the fact that my family and friends know me so well to know that I need deadlines and pressure in order to make progress. Life has provided me with many challenges along the way and my family and friends have made sure that I did not give up on this journey.

Special thank you goes to my dissertation supervisor, Dr Cily Tabane, who have provided support and guidance through the time it took me to complete this dissertation. Dr Tabane, thank you for sharing your expertise and knowledge with me.

I would also like to thank the participants of this research study for making the time to participant and for sharing your experiences which have contributed to the completion of this study.

Finally, I am happy to prove to myself the level to which one can attain ones desires. The pursuit of education is an important endeavour to me and this journey has allowed me to challenge myself and I've realised that impossible is nothing.

ABSTRACT

Organisational design, development and change management is about dealing with the effectiveness and efficiency of organisations. There is a need to understand the impacts of successful organisational design, development and change management implementations as they influence the success of an organisation. The aim of this study is to explore practitioners' knowledge and experiences of organisational design, development and change management implementation. The objectives included explorations of practitioners' experiences working on organisational design, development and change management implementations. The study is qualitative, exploratory research. Data was collected by means of face-to-face interviews guided by a semi structured interview schedule. Participants' were practitioners working in the field of organisational design, development and change management. The study used non-probability (non-random) purposive, snowball sampling. The data was analysed using thematic content analysis to identify themes and sub themes in the data. The findings indicate what organisational design, development and change management involves, what the benefits are and the successes and challenges practitioners have encountered during implementation. The macroeconomic environment in which organisations operate is ever changing and in order to keep up, organisations need to call on experienced practitioners to assist in managing the change. The implications of the results will assist the industry as well as organisations to understand the value organisational design, development and change management implementations in enabling business strategies and driving organizations to achieve its business objective thus promoting and growing the discipline and practice. These insights will also contribute to the discipline and the availability of such data will assist future practitioners to be more effective in their roles.

Key words: Organisational design, Organisational development, Change management, Practitioner, Implementation, Experiences

Name of Supervisor: Dr Cily Tabane

TABLE OF CONTENTS

Declaration	I
Acknowledgements	II
Abstract	III
Table of Contents	IV
 Chapter one: Introduction	 3
1.1.Introduction	3
1.2.Statement of the problem	3
1.3.Rationale for the study	4
1.4.Purpose of the study and objectives	5
1.5.Scope of the study	6
1.6.Research questions	6
1.7.Brief description of research design and methodology	7
1.8.Limitations of the study	9
1.9.Summary	9
1.10.Definitions of key concepts	10
1.11.Overview of the chapters	11
 Chapter 2: Theoretical Framework and Literature Review	 12
2.1. Introduction	12
2.2.History of Organisational Design, Development and Change management	12
2.3.Organisational Design	14

2.4.Organisational Development	15
2.5.Change Management	17
2.6.Principles of Organisational Design, Development and Change Management	18
2.7.Models, methodologies and approaches to Organisational Design, Development and Change Management	22
2.8.Profile and competencies of Organisational Design, Development and Change management practitioners	27
2.9.Successes of Organisational Design, Development and Change Management	29
2.10.Stumbling blocks of Organisational Design, Development and Change Management	31
2.11.Conclusion	32
Chapter 3: Research Design and Methodology	33
3.1.Introduction	33
3.2.Research aims and objectives	33
3.3.Research Strategy and Methodology	34
3.4.Sampling procedure	34
3.5.Research instrumentation	36
3.6.Pre testing/pilot of research instruments	37
3.7.Methods of data collection	38
3.8.Methods of data analysis	38
3.9.Trustworthiness	39
3.10.Ethical considerations	40
3.11.Conclusion	42

Chapter 4: Results and discussion	43
4.1.Introduction	43
4.2.Section A: Demographic Information	44
4.3.Section B: Practitioners understanding of Organisational Design, Development and Change Management	47
4.4.Section C: Practitioners understanding of the relationship between Organisational Design, Development and Change Management	53
4.5.Section D: Importance of Organisational Design, Development and Change Management	57
4.6.Section E: Practitioners experiences in implementing Organisational Design, Development and Change Management	61
4.7.Section F: Challenges of implementing Organisational Design, Development and Change Management	65
4.8.Section G: Successes in implementing Organisational Design, Development and Change Management	66
4.9.Section H: Recommendations for Organisational Design, Development and Change Management implementation	68
4.10.Conclusion	69
Chapter 5: Main findings, recommendations and conclusion	70
5.1.Introduction	70
5.2.Main findings	71
5.3. .Practitioners' knowledge and experiences of implementing Organisational Design, Development and Change Management	77
5.4.Conclusion	78
5.5.Recommendations	79

5.6.Concluding comment	80
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References	81
-------------------	----

APPENDICES

Appendix A: Ethics Clearance Certificate	86
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Appendix B: Permission Letters to conduct the research study at the Organisation	87
-----------------------------------------------------------------------------------------	----

Appendix C: Participant Information Sheet	89
--------------------------------------------------	----

Appendix D: Participant Consent Form	92
---------------------------------------------	----

Appendix E: Consent Form for Audio Recording the Interview	93
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Appendix F: Interview Schedule	94
---------------------------------------	----

Appendix G: Example of a Transcription of an Interview	97
---------------------------------------------------------------	----

LIST OF TABLES

Table 1: Gender of practitioners who participated in the research	44
--------------------------------------------------------------------------	----

Table 2: Age of participants	45
-------------------------------------	----

Table 3: Type of practitioner	46
--------------------------------------	----

Table 4: Participants years of experience in the Organisational Design, Development and Change Management Field	47
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