

ABSTRACT

Organisational design, development and change management is about dealing with the effectiveness and efficiency of organisations. Organisational design, development and change management practitioners use systematic strategies and approaches to improve the productivity of organisations and the well-being of individuals. In order to do this, the organisational design, development and change management practitioner must be able to manage customers, competition, change, relationships and processes. 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

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