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ANALYSIS OF THE FACTORS AFFECTING CHANGE MANAGEMENT IN PUBLIC ORGANISATIONS IN NIGERIA

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ABSTRACT

The hallmark of every working organisation the world over, has been the change in how employees are being managed and how services are being delivered to the public since all managers are interested in improving upon the successes of yesterday as well as meeting up with the everyday changing environment. However, within the context of public organisations in Nigeria, change management has been challenged by a number of factors internally and externally that have come to make such processes difficult if not impossible. This paper analyses the reasons for the difficulties experienced by employees of public organisations in Nigeria with regards to the change process and also proffers strategies on how to overcome the challenges associated with change management in order to achieve employee commitment and loyalty while improving the way and manner which services are being delivered to the people.

Keywords: Change management, employees' commitment, Loyalty, public organisations, service delivery,



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