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QUESTION 2

Why organisations need to change the way they operate:-

In this case the organisation is making a technological change, this change would improve resource efficiency. Increasing labour and resource costs as well as reduced profit margins lead to change being necessary, to run more efficiently.

Change within an organisation can often fail. Some employees are resistant to change, sometimes it can be the fear of the unknown. In this case employees who are not confident when using a computer may resist when told they will need to use them. Failure to reward people for their efforts, or failure to deliver reward promised will also leave people disgruntled, making them more resistant to change. Failure to communicate effectively with people involved will leave employees with questions such as "what's the point" and "we don't know where we stand".

To make change run smoothly it is important to ~~no~~ inform people why the change is needed in language they can understand, and if possible in multiple ways as people process information differently.

Once people understand why the change is happening removing uncertainty should be the next step by emphasising what is in it for them. Once people know that