ABSTRACT

Perception is the subsequent selection, organization, and interpretation of sensory input which results, via integration utilizing memory, in the conscious experience, recognition, and interpretation of objects, object relationships, and events. Employees accept organizational tasks when they perceive that the organization is supporting their actions, rewarding their efforts and observing their social security. Organization support develops trust among employees and facilitates group forming, which increases organizational effectiveness. As organizational support includes resource sharing, reward offering and taking responsibility of employeesø actions, it develops sense of power among employees that they would have the required resources and assistance from the organization.

The objective of the study was to determine the perception held by the Postal Corporation of Kenya staff to change management practices within the organization. The research design for the company was descriptive research design. Data was collected using a questionnaire which consisted of both open and closed ended questions. The data collected was analyzed using descriptive statistics and classified, tabulated and summarized using descriptive measures, percentages and frequency distribution tables and graphs.

The findings from the study were change management practices which affect successful implementation of change management, that is developing a change team, recognizing the need for change, putting in place good communication, presence of commitment planning, good training and development, management behaviour, customs and norms, the type of the organizational structure, goals and measurement, development of human resources, formal

control development, good activity planning and rewards. The managers in the organization were able to manage change by use of latest technology, adopting change to Government regulations, managing resistance to change, sustaining change, mobilizing resources for change and the use of good management style. Resistance to change in the organization was overcome by involving the employees in decision making, rescheduling, dispatch, training and counseling.