ABSTRACT

Strategic change management today has become an important aspect in every organization universally and is considered one of the best practices as there is no constant organization. Strategic change management is one of the best practices that can promote performance in an organization. This study set to determine the strategic change practices and performance of Non-governmental organizations in Nairobi, Kenya. The study applied cross sectional survey. Primary data was collected through a structured questionnaire administered to senior level managers, middle level managers and supervisors in the study organizations. Secondary data was collected through review of contents of various relevant reports and publications available on the strategic change management and performance of the NGOs. Data was analysed using Microsoft excel and statistical packages on social sciences (SPSS). The study found that the strategic change management practices in NGOs in Nairobi were necessitated by change in the stakeholder needs and preference. The study results found that strategic change management practices and performance are considered to be very important by these organizations. It was also noted that employee welfare and staff morale were not taken keenly in the change process. The study recommends that more need to be done in relation to the employee welfare and morale. The study recommends further research on the strategic change management practices on performance in the NGO sector particularly on the performance systems to determine if they are used as management tools of control or responses to strategies.