

Abstract

Global competition and business pressures cause changes in organisations. For many years now organisations have been continuously improving their services and hence change management becomes necessary to organisations.

This research is focused on the evaluation of change management in organisations taking a case study of Zanzibar Insurance Corporation.

The report critically provides the introduction of the subject followed by the background information concerning change management, the overview of the research has also been presented.

The research provides discussion of the various literature on the change management, that focus on various change management areas such as the meaning of change, benefits, framework etc. Significantly the primary and secondary data were collected through interviews, questionnaires, journals, books and ZIC reports.

Additionally the findings and analysis of data as well as of the company were carried out to understand the change management process in ZIC, its capacity and business environment, whereby a number of benefits to organisation, employees, other stakeholders and social benefits have been identified.

The study comes up with the conclusion, that there is a need to pay serious attention for successful change management and good management of change management so as to minimise risk that can make an organisation fail in their daily operations, as well the recommendations to emphasise the need for achieving a quality change management implementation strategically so as to improve organisation services delivery and becoming competitive in the market.

Finally, the research provides the management review of this study, followed by a description of research limitation based mainly on data collection and information access from various sources.

