Examination of Employees’ Reaction to Organizational Change in Mekelle Revenue and Customs Authority, Ethiopia

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Abstract

This study examines employees’ reactions to organizational change in Ethiopia, specifically in the Mekelle Revenue and Customs Authority (MRCA). The study’s main aim is to evaluate the influence of the following variables: Employees’ fear of the Effect of the Change (EFEC), Employees’ Self-trust in Learning and Development (ESLD), Employees’ understanding upon the Process of organizational Changes (EPC), Employees’ Trust in Management (ETM), Employees’ understanding upon Organizational change Planning (EOP) and the Time Employees’ need to understand Change (TEC) towards achieving organizational change. In the introductory part, the study explains basic aspects of change management and problems of organizational changes. The main part of the study focused with the investigation of the selected factors influencing employee’s reaction to organizational changes. By using the survey process, researchers used quantitative data, and standardized survey questionnaires were distributed to 359 employees. The collected data were analyzed using SPSS. The researcher used the Pearson’s correlation matrix to explain how the dependent and independent variables are related, and multiple regression tools to investigate the effect of independent variables on the dependent variable. The result of the research indicates all selected variables except the employees’ level of understanding upon the process of changes (EPC) have a direct influence on employees’ reaction to organizational change.

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