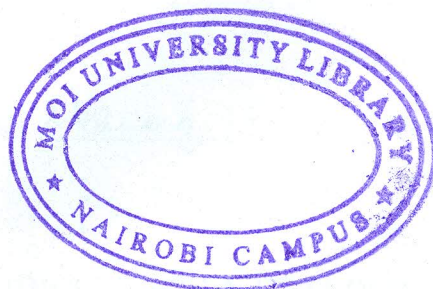


**CRITICAL SUCCESS FACTORS (CSF) OF A CHANGE
MANAGEMENT PROCESS: A CASE OF THE KENYA
POLYTECHNIC**



By

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ABSTRACT

The main objective of this study was to find out the critical success factors of change management process at the Kenya Polytechnic in relation to the proposed mandate to offer degrees in Bachelor of Technology, without necessarily being a University.

The study was conducted at the Kenya Polytechnic Campus and at the Ministry of Education, Science and Technology Headquarters and both questionnaires and interviews were used to collect the data that was analysed qualitatively (by use of description and percentages) The research design used was descriptive as it described the characteristics of the population. Stratified random sampling method was used to draw a sample of 40 respondents from the target population 100 for the study. Descriptive method was used to analyse data. The analysis was done using percentages, which was felt suitable for the responses to the items in the questionnaire and the interview.

The study found out that all the stakeholders have not been adequately involved in the transition process, staff training and development has only been undertaken partially, ICT and other infrastructural facilities have not been upgraded to be inline with the new status. The update of curriculum is not complete and financial mobilization has not been co-ordinated. The laws and regulations in place have not been overhauled to reflect TIVET objectives and no adequate measures have been put in place to ensure quality and adherence to regulatory standards.

The study has recommended that all stakeholders should be involved to reduce resistance to change, diversify financial resources bring the curriculum up to date and change of legislation to bring the status quo in line with the new mandate. Quality assurance mechanisms should be put in place and the ICT and other infrastructural facilities should be improved to reflect the new changes.