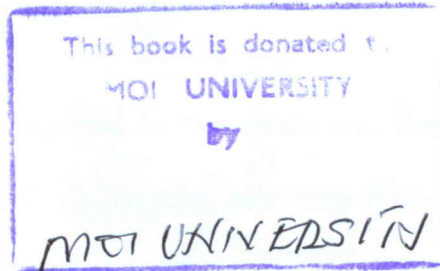


**IMPEDIMENTS TO CULTURAL CHANGE MANAGEMENT IN LOCAL
AUTHORITIES IN KENYA: A CASE OF BOMET COUNTY COUNCIL**



BY



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**A RESEARCH THESIS SUBMITTED TO THE SCHOOL OF HUMAN
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ABSTRACT

The study was conducted to identify impediments to cultural change management in local authorities in Kenya: A case of Bomet county council. The study sought to understand and incorporate cultural change management in the process of improving service delivery. The main objective of this study was to identify the impediments to cultural change management in BCC and suggest the way forward. The study was conducted through a case study design, data being collected using questionnaires and document analysis from 40 respondents, drawn from a population of 76 employees, using the systematic random sampling technique. Data was analyzed using descriptive statistical tools. The study established that the challenges to cultural change management-education level and technological advances are factors influencing cultural change management. Work environment was characterized by; staffing requirements, no of work years in the workstation, and training programs. It was also noted that employees perceived resistance to change, corruption and, power and political influence as some factors influencing cultural change management. The study recommends that for effective cultural change management to take place, qualified and trained staff should be employed, set up an effective mechanism for recording and communication systems, staff appraisal, frequent interactions between the staff and the elected leaders, transfers and off-the-job training methods be done.