THE IMPLEMENTATION OF THE ARIS PROGRAMME IN MOI UNIVERSITY AS AN ORGANISAITONAL RESPONSES TO TECHNOLOGICAL CHANGE

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ABSTRACT

The purpose of this study was to investigate the implementation of the ARIS programme at Moi University as an organization response to technological change. This was achieved through the following objectives; To establish:
1. the extent to which the expected users (specifically administrative assistants) had been sensitized about the new innovation,
2. the extent to which the end-users had been trained and prepared for change, and
3. the compatibility of the innovation and the users' attitude towards the innovation.

The study was guided buy Gross et al (1971) theory on factors of implementation as its conceptual framework.

A survey research design was adopted to facilitate the sampling of 22 Administrative assistants at Moi University who constituted the sample group. Two members of the technical staff were further purposively sampled to participate in the study. Questionnaires were developed and used to collect data from the administrative assistants while an interview schedule was used for technical staff respondents.

The study found out that, though sensitivity on the ARIS programme had fairly been done, there was need for a more focused and systematic awareness programme to clearly elaborate on the need and the objectives of the innovation.
Training of the expected users also required to be intensified since only (50%) had attended training programmes on ARIS application. All respondents were found to be enthusiastic to take lessons on the application. Their attitudes was established as very positive and their expectations of the innovation were high. There was, however, need for enhanced top management support.

The creation of awareness programmes, seminars, provision of user manuals and help screens, participatory approach, and enhanced top management support were among recommendations made. The high level of positive attitude was rated a valuable asset which the implementers would take advantage of to launch a successful implementation of the innovation. It was also imperative that a change agent be introduced basing on the principles of organizational development to hasten and direct the implementation process.