

ABSTRACT

A case study was done on a private university in Perak and this paper discussed the change management issues faced by this University during an ICT Blueprint Transformation Program. Specifically the study activities to assess change readiness embraced by the employees and how the leaders communication on change and what the University could do to improve its change management initiatives. In order to understand how the change management initiatives were being done in the University, 51 key people in the company were interviewed, information audit was conducted and observation was made. From the research, it was found that the employees generally are ready for change but with certain mitigation activities. The leaders also exhibited encouraging behavioral indicators in communicating change to their employees.