

ABSTRACT

This research sought to explore the effects of change on the culture in National Water and Sewerage Corporation Uganda limited. The research was guided by these objectives: To find out the existing initiatives to change in National Water and Sewerage Corporation, To determine the perceived characteristics of organisational culture in National Water and Sewerage Corporation Uganda limited, and To determine the extent to which change affects organisational culture. An analytical design and a cross sectional survey was adopted to get views from respondents.

The population constituted eighty management and staff members. Census was used to collect data because the technique is unbiased and it gives an equal chance of being selected and to participate. Questionnaires and interviews were used to carry out the study. The findings from the study revealed that change can affect the culture of an organisation in that, the respondents perceived the characteristics of organisational culture of National Water and Sewerage Corporation positively as shown in their responses of all the 60 respondents, shows that (64%) of them believe that innovation and risk-taking, attention to detail, outcome people team orientation, aggressiveness, and stability are characteristics that can be changed. Organisational culture can be changed though it takes a long time to achieve the change.

The high percentage of the employees of National Water and Sewerage Corporation also agree that the cultural characteristics of innovation and risk-taking, greatly supports change in culture especially through the risk channels, the management and staff of National Water and Sewerage Corporation learn new ideas that gradually are implemented in the change process of the culture of the organisation. In conclusion, since the study examined the effect of change on organisational culture of National Water and Sewerage Corporation, change positively affects the culture of National Water and Sewerage Corporation, change has a strong influence on organisational culture.

The researcher therefore concludes that the change on culture of an organisation can only happen when the management team and the entire staff exercise aggressiveness, stability, and innovation with high risk taking with high knowledge of the new to come and the will for continuous and constant change. A recommendation was reached that, to this effect, therefore change initiatives are needed and careful steps should be taken to expedite with the top management at National Water and Sewerage Corporation, to improve on the culture in order to render high quality services to the entire public.