CHANGE MANAGEMENT AND EMPLOYEE TURNOVER IN
SOMTEL TELECOMMUNICATION COMPANY,
BOSASO SOMALIA

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ABSTRACT

This study was undertaken to the impact of change management on employee turnover in Somtel Telecommunication Company Bosaso, Somalia. The study was motivated by the fact that there was a high rate of employee turnover at the company. The objectives of the study were to 1) to determine change management techniques, 2) to assess the rates of employee turnover, and 3) to establish the relationship between change management and employee turnover at Somtel Telecommunication Company of Bosaso, Somalia. The design adopted was descriptive cross-sectional which involving quantitative and qualitative approaches. Using this method, the researcher used a structured questionnaire and an interview guide (for qualitative responses). A research population of 88 was identified and a sample size of 72 respondents was used. In selecting the respondents the researcher used simple random and purposive sampling techniques, and the data was majorly analysed quantitatively. From the findings it was found that change management techniques were not adequately utilized as their mean was found to be at 1.87. Employee turnover was also found to be high at a mean of 2.82. With regards to the relationships between change management and employee turnover, it was found that there was a significant negative relationship which was measured at a Pearson Correlation Coefficient of -0.736. Recommendations suggested improvement of awareness creation, change plans to solicit employees’ opinions, enhancing the abilities of employees during change.