

ORGANIZATIONAL CHANGE AND PERCEIVED PERFORMANCE IN THE NEPALESE FIVE STAR HOTELS

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ABSTRACT

This study investigates the scope of organisational transformations, strategies for managing change, and the role of a participative culture in influencing organisational performance within the Nepalese hospitality sector. The research was carried out in the five-star hotels of Nepal. An descriptive research design was employed to select ten distinct five-star hotels utilising purposive sampling methods. A structured questionnaire employing a Likert-type scale was meticulously crafted to gather data from 250 individuals occupying managerial positions, utilising stratified random sampling methodologies.

The findings demonstrated that the Environmental-Adaptive strategy surpassed the Empirical-Rational strategy in its efficacy for managing change and enhancing hotel performance. Furthermore, the results indicated a negligible effect of participative culture on the performance of five-star hotels, while demonstrating a noteworthy positive influence on organisational changes and strategies for change management. The research further emphasised that the process of implementing change is among the most intricate endeavours, as it necessitates a shift from familiar territory to uncharted realms, potentially undermining organisational performance. Nonetheless, alterations in structure, behaviour, and procedures were identified as catalysts for enhancing employees' creativity, innovation, skills, knowledge, and capabilities, thereby fostering sustainable change management.

Essential Concepts: Transformation Oversight, Transformation Oversight Approaches Luxury Accommodation, Organisational Effectiveness, Collaborative Environment

KEYWORDS: *Change Management, Change Management Strategies Five Star Hotel, Organizational Performance, Participatory Culture.*

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