

## THE IMPORTANCE OF CHANGE MANAGEMENT IN COLLEGE ORGANIZATION

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### ABSTRACT

Change management is crucial for college organizations to adapt and thrive in dynamic academic environments. With the rapid evolution of technology, globalization, and shifting student needs, colleges must implement structured approaches to managing change to ensure organizational resilience and effectiveness. Effective change management enables institutions to streamline processes, improve efficiency, and foster a culture of adaptability among faculty, staff, and students. One of the key reasons change management is essential in college organizations is its role in mitigating resistance. Transitioning to new systems, policies, or structures often leads to anxiety and resistance from stakeholders. A well-planned change management process can help address these concerns through clear communication, training, and active involvement. As John Kotter (2014), a renowned expert on leadership and change, noted, "Successful change relies on clear, credible, and convincing communication from leadership at every level of the organization." Moreover, change management enhances decision-making processes and aligns organizational goals with the evolving needs of the academic community. By embedding a culture of continuous improvement, college organizations can remain competitive and innovative, ensuring long-term success in a rapidly changing landscape. Failure to manage change effectively can result in disengaged stakeholders, disrupted operations, and decreased overall performance, highlighting the critical need for structured change management strategies. Keywords: *change management, college, organization, role, analyze*

### 1. INTRODUCTION

Change is one of the few constants in life, yet managing change effectively remains one of the biggest challenges for organizations today. Whether it's the adoption of new technology, a shift in business strategy, or a major restructuring effort, successful changes rely on careful planning and preparation. At the core of any transformation is the human element - people are often reluctant to accept changes to the status quo and must be guided through the change process. Change management refers to the application of processes, tools and methods to manage the people- side of business change to achieve the required business outcome and to realize the change in performance and business benefits identified in the targeted business outcome (Al-Haddad and Kotnour, 2020).

Change management provides a structured approach to transitioning individuals, teams, and entire enterprises from their current state to the desired future state. It

is a set of principles and tools aimed at alleviating the natural human resistance to change and ensuring that changes are smoothly and efficiently implemented. Through communication, training, coaching and other change management activities, people can understand why changes are occurring, what is expected of them, and how they can contribute to the change effort. The importance of change management cannot be overstated. According to Kotter (1996), successful change initiatives depend on creating a sense of urgency and developing a guiding coalition. Additionally, Prosci's ADKAR model emphasizes the need for awareness, desire, knowledge, ability, and reinforcement in achieving effective change (Hiatt, 2006). As companies strive to enhance their agility and resilience, understanding the principles of change management becomes essential for leaders and employees alike.

This article aims to explore contemporary change management strategies and techniques. The goal is to provide organizations with an effective framework to facilitate critical transformations smoothly, minimize disruption, and sustain productivity despite uncertainties. With well-planned change management, companies can future-proof themselves to emerge stronger.

## **2. RESEARCH METHODS**

In analyzing the data, we used the research method. In the research method, the analysis starts when the data is collected and also conducts interviews with students. This method explains how the role of change management in organizations. Observing data to understand what is currently experienced. In this article, we use the internet to get data and conduct interviews with students. The data observed was about important findings related to the role of change management in organizations and explored contemporary change management strategies and techniques.

The analysis was conducted by looking at articles and students' responses to change management. The analysis technique is done by not only describing the role of change management in organizations, but also providing adequate understanding and explanation. That is, this research intends to explain the importance of change management in improving operational effectiveness in organizations.

## **3. RESULTS AND DISCUSSION**

### 3.1 Results

Interviews conducted with two seniors and several other respondents revealed important findings regarding the role of change management in organizations. As many as 85% of the respondents agreed that change management plays an important role in improving operational effectiveness in an organization. They emphasized that good implementation of change management allows for a more structured and adaptive work environment.

Moreover, the respondents also stated that change management not only improves operational effectiveness, but also paves the way for better communication and transparency among organizational members. This is supported by regular updates, opportunities to provide feedback, and better training and support from management. Respondents consider that these contribute to a successful and smooth process of adapting to change within the organization.

### 3.2 Discussion

The interview results showed that the majority of respondents agreed with the importance of change management in improving operational effectiveness in higher education organizations. This finding is in line with Kotter's (1996) theory that effective change management can improve organizational performance and help create structures that are more adaptive to evolving challenges. In the context of higher education, which often faces changes in regulations, technological developments, and demands from students and society, the ability to manage change well is crucial.

Respondents suggested that more open communication and transparency are two important aspects that emerge as a result of change management. This is in line with previous research which states that effective communication is key to reducing resistance to change and ensuring all members of the organization feel involved in the change process (Burnes, 2004). Better training and support were also identified by the respondents as key factors for successful change management. This indicates the importance of human resource development in supporting the organization's transition to a more effective and efficient system. This research supports the importance of implementing a well-planned and comprehensive change strategy, especially in the face of future challenges that will continue to evolve.

## 4. CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

This study emphasizes the importance of change management in improving operational effectiveness in campus organizations. The findings show that good change management implementation not only supports a more structured and adaptive work environment, but also promotes better communication and transparency. By reducing resistance to change through open communication, training, and ongoing support, organizations can improve their adaptability to evolving challenges. This research is in line with existing theories, such as those of Kotter and Burnes, which assert that effective change management is essential in the face of frequent changes in higher education.

#### 4.2 Suggestion

##### 4.2.1 Strengthen Leadership Engagement

Leaders should take an active role in guiding and supporting the change process. Their involvement can build trust and reduce resistance to change among organizational members.

##### 4.2.2 Develop a Comprehensive Change Strategy

Organizations should implement a change management framework that is structured according to their needs. This includes planning for potential challenges and setting clear goals and timelines for change initiatives.

##### 4.2.3 Improve Communication

Establishing regular communication and feedback mechanisms ensures that all members are informed about changes and can raise concerns or suggestions. This transparency can help reduce anxiety and build trust.

##### 4.2.4 Implement a Structured Change Framework

According to Jeff Hiatt (2006), the ADKAR model, which consists of five elements-Awareness, Desire, Knowledge, Ability, and Reinforcement-can be used to guide the transition. Organizations need to identify specific barriers at each stage and implement appropriate strategies to ensure all members are ready and able to adapt to change.

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