## Bibliography

Abraham, M., Crawford, J. and Fisher, T. (1996), "Key factors predicting effectiveness of cultural change and improved productivity in implementing total quality management", *International Journal of Quality & Relaibility Management*, 16 (2) 2000.

Abraham, M., Fisher, T. and Crawford, J. (1996), "Quality culture and the management of organizational change", International Journal of Quality & Reliability Management, 14 (6) 1997.

Abraham, M., Griffin, D. and Crawford, J. (1999), "Organisation change and management decision in museums", *Management Decision*, 37/10, 736-751.

Bartlett, C.A. and Ghoshal, S. (1994), "Changing the roles of top management: beyond strategy to purpose:, *Harvard Business Review*, (November-December), 79-88

Beckhard, R. and Harris, R.T. (1987), Organizational Transitions: Managing Complex Change, 2<sup>nd</sup> Edition, Reading, MA: Addisson-Wesley.

Beckhard, R. and Pritchard, W. (1992), Changing the Essence: The Art of Creating and Leading Fundamental Change in Organizations, San Fransisco, CA: Jossev-Bass

Block, P. (1987), The Empowered Manager, Jossey-Bass, San Fransisco, CA.

Bronson, L. (1991), "Strategic Change Management", Organization Development Journal. 9, 61-67.

Burke, W.W. (1994), Organization Development: A process of learning and changing, 2<sup>nd</sup> Edition, Reading, MA: Addison-Wesley.

Burke, W.W. and Goodstein, L.D. (1980), "Organization development today: a retrospective applied to the present and the future", *Trends and Issues in Organizational Development*, San Diego, CA: University Associates, 3-15

Covey, S.R. (1997), "Continual renewal", Executive Excellence, 14 (5), 3-4.

Covin, T.J. (1993), "Managing workforces reduction: a survey of employee reactions and implications for management consultants", Organization Development Journal, 11, 67-76. Covin, T.J. and Kilmann, R.H. (1990), "Participant perceptions of positive and negative influences on large-scale change", *Group and Organization Studies*, 15, 233-248.

Cummings, T.G. and Worley, C.G. (1997), Organizational Development & Change, Cincinnati, Ohio: South-Western College Publishing.

Duck, J.D. (1993), "Managing change: the art of balancing", *Harvard Business Review*, Volume 71 (6), 109-18.

Dunphy, D. and Stace, D. (1990), "Under New Management: Australian Organizations in Transition, New York: McGraw Hill.

Eby, T.L., Adams, D.M., Russel, J.E. and Gaby, S.H. (2000), "Perceptions of organizational readiness for change: Factors related to employee's reactions to the implementation of team-based selling", *Human Relations*, 53 (3 March).

Fisher, A.(1994), "How to make a merger work", Fortune, (January 24).

Gilliam, D.J., "Harnessing the Energy From Anxiety", Supervisory Management, (March), 40-43.

Johnson, J. (1995), "Chaos: The Dollar Drain of IT failures", Application Development Trends, January.

Kanter, R.M. (1992), "The Challenges of execution: roles and tasks in the change process", The Challenge of Organizational Change, Ch. 10, New York: Free Press, 369-94.

Kanter, R.M., Stein, B.A. and Jick, T.D. (1992), The Challenge of Organization Change: How Companies Experience It and Leaders Guide It, New York: Free Press.

Katz, D. and Kahn, R.L. (1978), *The Social Psychology of Organizations*, 2<sup>nd</sup> Edition, New York: John Wiley.

Kohn, A. (1993), "Why Incentive Plans Cannot Work", Harvard Business Review, (September-October), 54-63.

Kotter, J.P. (1995), "Leading Change: why transformational efforts fail", Harvard Business Review, (March-April), 59-67.

Krupp, J. (1995), "Self-renewal, personal development and change and inexorable link", Personal Development and Self-Renewal, 25-29

Lancester, H. (1995), "Reengineering Authors Reconsider Reengineering", Interview with Michale Hammer and James Champy, *The Wall Street Journal*, (January 17).

Mansis Index of Organizational Change, <<u>http://www.mansis.com/page221</u>> Accessed on 6 October 2000

Maurer, R. (1996), "Using resistance to build support for change", Journal for Quality and Participation, (June), 56-63.

Mecca, T.V. (1998), "Developing the Skills to Effectively Lead Organizational Change", Alliance 2020 Distance Education Conference, Winter 1997-98.

Moran, L., Hogeveen, J., Latham, J. and Russ-Eft, D. (1995), Winning Competitive Advantage, Zenger Miller, 1994.

Moran, J.W. and Brightman, B.K. (1996), "Leading organizational change", Journal of Workplace Learning: Employee Counselling Today, 12 (2) 2000.

Morris, K.F. and Raben C.S. (1995), "The fundamentals of change management", *Discontinuous Change: Leading Organizational Transformation.* Nadler, D.A., Shaw, R.B. and Walton, A.E. San Fransisco CA.

Nadler, D.A. (1981), "Managing organizational change: an integrating perspective", The Journal of Applied Behavioural Science, Volume 17 (2).

Nadler, D.A. (1989), "Organizational frame bending: principles for managing reorientation", *The Academy of Management Executive*, 3 (3), 194-204.

Nadler, D.A., (1998) Champions of Change: How CEO's and Their Companies are Mastering the Skills of Radical Change, San Fransisco: Jossey-Bass Publishers.

Nixon, B. (1995), "Training's role in empowerment", *People Management*, (February).

"Organizational Change: Managing the Human Side", APQC White Paper Findings, APQC Organizational Change Consortium (1997).

Reichers, A.E., Wanous, J.P. and Austin, J.T. (1997), "Understanding and managing cynicism about organizational change", *The Academy of Management Executive*, Volume 11 (1 February) 1991.

Sathe, V. (1985), Culture and Related Corporate Realities, Homewood, IL: Irwin.

Schalk, R., Campbell, J.W. and Freese, C. (1996), "Change and employee behaviour", *Leadership & Organizational Development Journal*, 9 (3) 1998.

Siegal, W. et al. (1996), "Understanding the management of change: An overview of managers' perspectives and assumptions in the 1990s", *Journal of Organizational Change Management*, 9 (6) 1996.

Spitzer, D.R. (1996), "Power Rewards: Rewards That Really Motivate", Management Review, 85 (May), 45-50.

Stace, D. and Dunphy, D. (1994), Beyond the Boundaries: Leading and Recreating the Successful Enterprise, New York: McGraw Hill Book Company.

Tichy, N.M. (1983), Managing Strategic Change: technical, Political and Cultural Dynamics, New York: John Wiley & Sons

Ulrich, D. and Lake, D. (1991), "Organizational Capability: Creating Competitive Advantage", Academy of Management Executive, 5 (1).

Vaill, P.B. (1993), "Visionary Leadership", *The Portable MBA in Management*, Ch 2, Alan, R. Cohen, J.W., New York.

Wadell, D. and Sohal, A.S. (1996), "Resistance: a constructive tool for change", Management Decision, 36 (8) 1998.

Weisbord, M. 91989), Productive Workplaces, San Fransisco, CA: Jossey-Bass.

Young, M.B. and Post, J.E. (1993), "Managing to communicate, communicating to manage: how leading companies communicate with employees", Organization Dynamics, 22, 31-43.

Zaleznik, A. (1992), "Managers and leaders: are they different?", Harvard Business Review, (March-April), 126-35.

Zikmund, W.G. (1996), Business Research Methods, 5th Edition, The Dryden Press.