

ABSTRACTS

The objective of this study is to gauge the organisation viability and performance by applying the Soft System Methodology, to draw a framework for a planned organisational change in a polywrap packaging material manufacturer.

The selection of samples for observation and secondary data was based on census (for organisation level and group level) and probability sampling (for individual level). The stratified sampling method was used to select 30% (70 individuals) from 3 levels of employees in the organisation (which consists of 234 employees).

The 5 points Likert Scale was used to measure the magnitude of the variables being evaluated. The results show that the organisation is viable only in self-actuation but fail to survive and performance in other areas.

The actions recommended to overcome the critical success factors are divided into four intervention strategies, namely, Human process interventions, Human resource interventions, Techno-structural interventions and Strategic orientation interventions. These recommendations are meant to shift the company to a better competitive advantage. As such, a roll out plan has been developed to navigate the change process in this organisation.