

TÍTULO DA TESE EM INGLÊS: Implementation of a computer system and resistance to change: A case study in a private school institution in Angola.

ABSTRACT

There is a general consensus that change is an organizational imperative these days. In this sense, to realize what could lead employees to resist it becomes urgent. Therefore, this paper aims to: (1) study the relationship between work demands (quantitative and qualitative) and resistance to organizational change, i.e. the implementation of an information system in a school; (2) to realize when the level of perceived change intensity influences the relationship between the demands of work and resistance to organizational change; and, (3) propose as practical implications, human resources management practices, which allow managing the moderation proposed. To study this relationship data was collected from 30 teachers from a Private School Institution in Angola. The results show that qualitative job demands have a significant positive relationship with resistance to change. No relationship between quantitative job demands and resistance to change was found. In addition, perceived change intensity was perceived as being low, showing no interaction with the proposed relationships. Nevertheless, this case study provides relevant results for research regarding resistance to change in Angola.

Key Words: Organizational Change, Resistance to Change, Work Demands.