

The impact of the change management on the developing performance of Hebron Municipalities

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Abstract

This study aimed at defining the impact of the change management in improving the developing performance of the municipalities of Hebron governorates, the researcher uses the mixed method (the quantitative for the questionnaire and the qualitative for the interviews). The study community consisted of management employees (managers, unit officers, department officers, section officers) in the Hebron governorates, the researcher used the comprehensive survey sample according to the divisions of the Ministry of Local Governorate, ten questionnaires were distributed as experimental.

The sample is (179) management officers who received the quantitative study tool. (172) were received and analyzed. It was clear that there was a great impact of the management change on the Hebron governorates, the change management and the developing performance of the targeted municipalities were on the middle range for all aspects except the technological and communication which ranged high, it showed that there was a positive relation between change management and the developing performance advancement of the municipalities , on the other hand, there were no statistical differences indicators on the study people's answers on the change management impact in the developing performance advancement on the shadow of the demographical changes (sex, occupation, educational level and experiment years). There were statistical differences indicators related to the municipality rank which founded on the A rank municipality.

The findings are as the following:

- The change management application within the municipalities of Hebron found to be on the middle range for all aspects except the technology and communication one which found high.
- The developing performance reality in the municipalities of Hebron showed to be on the middle range according to the management officers.
- There is a great positive of a statistical indicator relationship ($\alpha \leq 0.05$) between the average of the managers' replies or answers of change management and advancing developing performance of the municipalities of Hebron.
- There is no statistical indicator differences of the people's answers or replies about the change management in advancing the developing performance of the

municipalities of Hebron governorate related to the demographical changes (gender, position, education level and experiment years, but except those municipalities which ranked A, which were influenced).

According to the previous findings, the researcher recommended that:

- Municipalities should use the change management as a work procedure as guidelines meet the development of the performance and keeping work advancement.
- In addition, technologies should be followed up for its high impact on the advancing the developing performance.
- The municipalities should encourage the employees to develop their qualifications and to be creative.
- Emphasis on the well selection of the qualified human resources to take part in advancing the developing performance of the municipalities.