

## ABSTRACT

The main purpose of this study was to find out employees' perception on leadership behaviours of the change and the effectiveness of change management process among the three departments of the selected organization. The study employed survey methodology. Pearson Correlation Coefficient is used to test the relationship between the independent variable, Leadership Behaviours - understanding the business, creating a vision, motivating change, developing political support, managing the transition, sustaining momentum, and measure/assess the process and the dependent variable, effectiveness of change management. The study was conducted using questionnaire as research instrument to collect data from the organization.

The research shows that the leadership behaviours, which are, understanding the business, creating a vision, motivating change, developing political support, managing the transition, sustaining momentum, and measure/assess the process have a positive correlation with effectiveness of change management. So the leadership behaviours are the significant factors affecting the effectiveness of the change management process. Any plan to introduce change in the organization should take these factors into account in order to avoid any resistance from employees. The change agents should also be aware of the fact that they are the key people in the transition process in determining the success of the process.

This study suggests that organizations should give particular importance in choosing the change agents who are capable of understanding the business, creating a

vision, motivating change, developing political support, managing the transition, sustaining momentum, and measuring the process. While initiating change they will provide the employees with a better attitude towards change and reduce resistance that will make the effort more effective.

