

Final Project 1

Code: MGM 496-PMG496

Project Template

Faculty of Management
Midocean University

Midocean University

Faculty of Management

Bachelor of Project Management



The Impact of Change Management on IT Projects Success

Student Name

Hassan Katto

ID: 221000911

Graduation Project – 1

Faculty of Management - Midocean University

Supervisor

Dr. Abdulrahim Nader

Faculty member - Faculty of management - Midocean University

31-Jul-2025 – 9th Semester

Table of Contents

1. Chapter 1: Introduction	4
1.1. Research Background	4
1.2. Research Problem.....	5
1.2.1. Theoretical Gaps	5
1.2.2. Practical Gaps.....	5
1.3. Research Significance.....	5
1.3.1. At the theoretical level	5
1.3.2. At the practical level	5
1.4. Research Questions	6
1.5. Research Objectives	6
1.5.1. First Objective – In link with the first question:	6
1.5.2. Second Objective – In link with the second question:	6
1.5.3. Third Objective – In link with the third question:	6
1.6. Research Hypotheses.....	6
1.6.1. First Hypothesis:.....	6
1.6.2. Second Hypothesis:	7
1.6.3. Third Hypothesis:	7
1.7. Research Model	7
1.7.1. Based on our hypothesis, these are our variables:	7
1.8. Research Suggested Industry	8
1.9. Research Methodology	9
1.9.1. Research Approach	9
1.9.2. Research Design	10
1.9.3. Data Collection Methods.....	10
1.9.4. Sampling Method.....	10
1.9.5. Data Analysis	10
1.10. The Suggested Project Structure.....	11
1.10.1. Introduction	11
1.10.2. Literature Review.....	11
1.10.3. Research Methodology.....	11
1.10.4. Data Analysis and Findings.....	11
1.10.5. Discussion, Conclusion, and Recommendations	11

2.	Chapter 2: Literature Review.....	12
2.1.	Introduction	12
2.2.	The independent variable	12
2.3.	The dependent variable.....	12
2.4.	The relationship between the independent and the dependent variables.....	12
2.5.	Conclusion	12
	References.....	13

1. Chapter 1: Introduction

1.1. Research Background

This research focuses on the challenges within the Information technology sector and the acceptance of implementing IT projects within the recipients of this change. The resistance to this change, especially in the IT industry is massive, therefore implementing a successful change management approach can increase the success ratio of the implemented change to reach up to 88% as per this [PROSCI](#) article and research which highlights the correlation of Change Management and Project Success.

Mostly IT projects are faced with resistance to the change, whether the Project is not defined enough, Lack of leadership, Lack of Accountability, Inefficient communication , or any other reason as mentioned in this [PROSCI](#) article. Recipients of the change who usually resist this change are usually within their comfort zone and aren't comfortable with leaving it. In this research we will shed some light on this topic and try to explore the best practices in IT change management that are being implemented and their benefits in increasing the success of IT projects.

IT projects are complex; they introduce changes that require deep technical knowledge and prediction of what might happen on a technical perspective or the human perspective. Therefore, there is a need to have a change management approach that is suitable for such projects. An approach that focuses on the technical perspective and the delivery of this perspective to the recipients and gaining their acceptance in a scientific way that can be unified with minimal customization and to be used within the IT project management industry. At this [PROSCI](#) article, there is a discussion on PPT (People, Process & Technology) framework and its Pros and Cons which is of an added value to the research on this topic, but we are still in need of an approach that can cover most of the IT projects change management as the PPT cannot be used as the only tool in IT projects change management and will require more tools and methodologies.

1.2. Research Problem

The Impact of Change Management on IT Projects Success: A study on the Change management Methodologies and its correlation to IT Project Management.

1.2.1. Theoretical Gaps

While much research has been conducted on Change Management in IT Projects highlighting its importance and role in increasing the success rate of these projects, there is still low implementation and attention to the importance of Change Management in IT Project Management within many organizations.

1.2.2. Practical Gaps

Most well-known Change Management Methodologies such as (ADKAR) aren't tailored to IT Projects which created a gap or the need to tailor a proper IT Projects Change Management approach.

Can we have a change management methodology that is tailored for IT project management?

1.3. Research Significance

1.3.1. At the theoretical level

Regardless of the use of PROSCI's ADKAR model, there are still many gaps in linking it with the complexity of IT Projects within many industries. This study aims to highlight this gap and shed light on the IT Projects challenges and try to bridge these gaps to come up with a deep view of the IT Projects to have an integrated change management methodology that can be beneficial to the IT Projects industry.

1.3.2. At the practical level

This research will provide an insight to the decision makers, IT Project Managers and Change management professionals to help them with implementing the best practices in change management and to tailor these practices based on their needs by:

1. Highlighting the major challenges within IT Projects change acceptance.
2. Providing best practices based on multiple change management methodologies/schools to help in tailoring the most suitable methodology.

1.4. Research Questions

- 1.4.1.** What are the underlying factors contributing to change resistance in IT project environments?
- 1.4.2.** How effective are changes management frameworks established, such as ADKAR and Kotter, in mitigating resistance encountered during IT projects?
- 1.4.3.** What essential components should a customized change management methodology include to effectively support the implementation of IT projects?

1.5. Research Objectives

1.5.1. First Objective – In link with the first question:

Improve and analyze the key factors contributing to change resistance in IT project environments through a comprehensive literature review and empirical data collection.

1.5.2. Second Objective – In link with the second question:

To evaluate the effectiveness of established change management frameworks, such as ADKAR and Kotter, in mitigating resistance during IT project implementation

1.5.3. Third Objective – In link with the third question:

To develop a set of essential components for a tailored change management methodology aimed at enhancing IT project implementation success.

1.6. Research Hypotheses

1.6.1. First Hypothesis:

Within IT project environments, leadership gaps significantly contribute to increased levels of change resistance, as leadership's role in overcoming

resistance has been emphasized in organizational change management literature.

1.6.2. Second Hypothesis:

Implementing the ADKAR change management framework significantly reduces resistance encountered during IT project implementations, as evidenced by case studies demonstrating its effectiveness in facilitating successful organizational change.

1.6.3. Third Hypothesis:

Implementing a tailored change management methodology that accounts for project-specific organizational factors significantly enhances IT project implementation success, as evidenced by comparative case studies demonstrating the impact of contextual adaptation

1.7. Research Model

1.7.1. Based on our hypothesis, these are our variables:

1.7.1.1. First Hypothesis:

Leadership gaps => Change Resistance

- Independent Variable: Leadership Gaps
- Dependent Variable: Change Resistance in IT Projects

1.7.1.2. Second Hypothesis:

Use of ADKAR framework => Reduces Change Resistance

- Independent Variable: Application of ADKAR Framework
- Dependent Variable: Resistance during IT Project Implementation

1.7.1.3. Third Hypothesis:

Tailored methodology => Higher IT project success

- Independent Variable: Customized Change Management Methodology
- Dependent Variable: Success of IT Project Implementation

Hypothesis	Independent Variable	Dependent Variable	Expected Relationship
H1	Leadership Gaps	Change Resistance in IT Projects	Positive (More gaps => more resistance)
H2	Application of ADKAR Framework	Change Resistance in IT Projects	Negative (More ADKAR use => less resistance)
H3	Customized Change Management Methodology	IT Project Success	Positive (Better tailoring => more success)

1.8. Research Suggested Industry

The Information Technology (IT) sector is a rapidly evolving industry that drives digital transformation across many industries. It includes areas such as software development, cybersecurity, cloud computing, and enterprise systems. The fast pace of innovation in IT means that change is constant, making the sector an ideal setting to study how organizations manage change.

Rationale for Choosing the IT Sector

There are several important reasons for selecting the IT sector as the primary focus of this research:

- **Frequent and Complex Change:** IT projects often bring new technologies and processes, requiring constant adaptation. These changes highlight the importance of effective change management for project success.
- **Significant Resistance to Change:** Studies and industry reports consistently highlight that resistance to change is a common challenge in IT projects. Resistance often arises from uncertainty, fear of the unknown, and disruption of established routines.
- **Leadership and Communication Challenges:** The technical complexity of IT projects demands strong leadership and clear communication to guide stakeholders through change. When these are lacking, projects are more likely to encounter difficulties.
- **Need for Tailored Change Management Approaches:** Existing frameworks like ADKAR and Kotter's model provide helpful guidance but are often too general to fully

address the unique challenges of IT projects. This creates a gap and an opportunity to develop more customized methodologies

Relevance to Research Objectives

The IT sector provides opportunities to examine the effects of leadership, change management frameworks, and tailored methods on resistance to change and project outcomes. Its ongoing developments facilitate data gathering and analysis.

Focus Areas within IT

For practical insights, the research may focus on key domains including:

- Enterprise software implementation projects (such as ERP or CRM systems)
- Cloud migration initiatives
- Cybersecurity programs
- Agile and DevOps transformation efforts
- Enhancements in IT service management

These domains are especially significant given their intricate nature and the considerable degree of ongoing change.

1.9. Research Methodology

This section explains the approach and methods used to conduct the research. The study focuses on understanding how change management influences the success of IT projects, particularly through leadership, resistance to change, and the use of change management frameworks like ADKAR.

1.9.1. Research Approach

This study uses a mixed-methods approach, combining both quantitative and qualitative methods. This allows research to gather both statistical data and deeper insights from real-world experiences.

1.9.1.1. **Quantitative data** will help measure relationships between variables such as leadership gaps, change resistance, and project success.

1.9.1.2. **Qualitative data** will offer insights into how change is managed in IT projects through interviews with professionals in the field.

1.9.2. Research Design

The research design is both descriptive and explanatory:

It is descriptive because it explores current practices, challenges, and the use of change management in IT projects.

It is explanatory because it aims to understand how different factors (such as leadership or the use of frameworks) influence change resistance and project outcomes.

1.9.3. Data Collection Methods

To collect data, our main tool to be used:

- Survey Questionnaire

A structured questionnaire will be distributed to IT professionals and project managers. It will include multiple-choice questions to measure:

- Leadership involvement
- Use of change management frameworks (e.g., ADKAR)
- Resistance to change
- Project outcomes

1.9.4. Sampling Method

The study will use purposive sampling, targeting professionals with experience in IT project management and organizational change. The sample will include:

- IT Project Managers
- Change Management Specialists
- Digital Transformation Leaders

It is expected that 100 participants will complete the survey to support the qualitative analysis.

1.9.5. Data Analysis

Quantitative data will be analyzed using basic statistical tools (such as SPSS or Excel) to test the relationships between variables.

Qualitative data from interviews will be analyzed through thematic analysis, identifying common patterns and insights related to change resistance and project success.

1.10. The Suggested Project Structure

This research project is structured into five main chapters, each serving a specific purpose in addressing the research objectives and answering the research questions.

1.10.1. Introduction

This chapter introduces the study by presenting the background, research problem, significance, objectives, questions, and hypotheses. It also outlines the research model, methodology overview, and the overall structure of the project.

1.10.2. Literature Review

This chapter reviews existing literature related to change management, IT project implementation, resistance to change, leadership factors, and the use of frameworks like ADKAR and Kotter. It also identifies theoretical and practical gaps and builds the foundation for the conceptual framework.

1.10.3. Research Methodology

This chapter explains the research design, approach, data collection methods, sampling techniques, and analysis tools. It also addresses validity, reliability, and ethical considerations, providing a clear roadmap for how the research will be conducted.

1.10.4. Data Analysis and Findings

This chapter presents and analyzes the collected data. It includes both quantitative results from surveys and qualitative insights from interviews. The findings are interpreted in relation to research questions and hypotheses.

1.10.5. Discussion, Conclusion, and Recommendations

The final chapter discusses the key findings in relation to existing literature and theoretical frameworks. It outlines the contributions to theory and practice, provides actionable recommendations for practitioners, and highlights the study's limitations and suggestions for future research.

2. Chapter 2: Literature Review

2.1. Introduction

Brief introduction for the chapter

2.2. The independent variable

2.3. The dependent variable

2.4. The relationship between the independent and the dependent variables

2.5. Conclusion

References

Anderson, Scott (7-Jun-2023) PROSCI Blog: The Correlation Between Change Management and Project Success

<https://www.prosci.com/blog/the-correlation-between-change-management-and-project-success>

Lee-Bourke, Al (23-Aug-2022) PROSCI Blog: 7 Real Reasons Why Tech Projects Fail

<https://www.prosci.com/blog/7-real-reasons-why-tech-projects-fail>

PROSCI (29-Jan-2025) PROSCI Blog: People, Process, Technology (PPT) Framework: Pros and Cons

https://www.prosci.com/blog/people-process-technology?utm_source

PROSCI (29-Apr-2024). Overcome resistance to ERP systems changes with ADKAR. Retrieved from

<https://www.prosci.com/blog/overcome-resistance-to-erp-systems-changes-with-adkar>

Nahmias, A. H., Crawford, L., & Combe, M. (2010). Factors that influence and are influenced by change projects. Paper presented at PMI Research Conference: Defining the Future of Project Management.

https://www.pmi.org/learning/library/factors-influence-organizational-change-projects-6495?utm_source