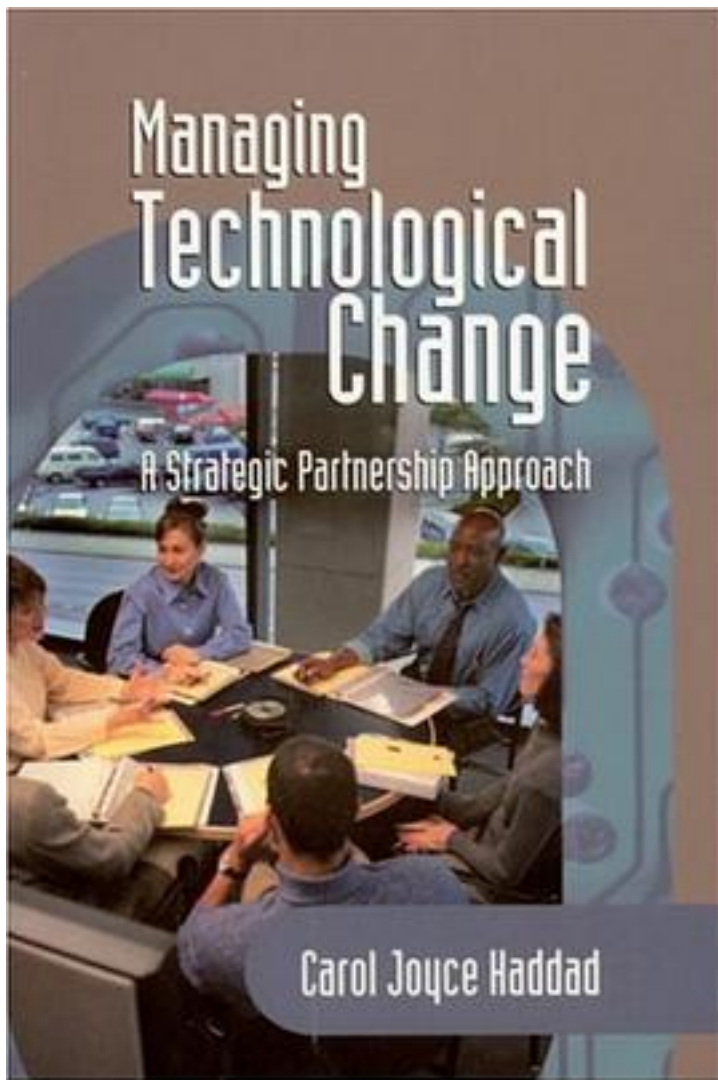


Managing Technological Change



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This book examines how new workplace technology can improve performance - and how it can have the opposite effect when it is not properly planned and introduced with the participation of key stakeholders. It provides an overview and explanation of the steps involved in technology planning, acquisition, development, implementation, and assessment. The theoretical underpinnings of each of these steps - systems theory; concurrent engineering; and, industrial relations theory - are discussed. The methods for assessing an organization's needs and readiness for technological change are explored as are ways of identifying and eliminating organizational barriers to technological change, such as organizational culture, poor labour relations, and employee feelings of disenfranchisement. The final chapter addresses the necessity for ongoing evaluation and monitoring to ensure that the technological change continues to meet organizational, business and performance objectives. This textbook is designed for graduate students and academics in industrial and organizational psychology, industrial relations, professional degree programs (public administration), and executives in management training programs.

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