

PEOPLE: International Journal of Social Sciences
ISSN 2454-5899

Sharma et. al., 2024
Volume 10 Issue 1, pp. 56-68
Received: 05th December 2023
Revised: 05th January 2024, 10th January 2024
Accepted: 21st February 2024
Date of Publication: 15th March 2024
DOI- <https://doi.org/10.20319/pijss.2024.101.5668>

This paper can be cited as: Sharma, Y., Seetharaman, A. & Maddulety, K. (2024). Employees' Resistance to Change During Post-Merger Integration in Services Organizations. PEOPLE: International Journal of Social Sciences, 10(1), 56-68.

This work is licensed under the Creative Commons Attribution-NonCommercial 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc/4.0/> or send a letter to Creative Commons, PO Box 1866, Mountain View, CA 94042, USA.

EMPLOYEES' RESISTANCE TO CHANGE DURING POST-MERGER INTEGRATION IN SERVICES ORGANISATIONS

Yashasvi Sharma

FCA, Scholar – Doctor of Business Administration Program, SP Jain School of Global Management, India
yashasvi.dm23dba008@spjain.org

Prof. A. Seetharaman

PhD, Dean – Research, Doctor of Business Administration, SP Jain School of Global Management, Singapore
seetha.raman@spjain.org

Prof. K. Maddulety

PhD, Professor, Deputy Director - Doctor of Business Administration, SP Jain School of Global Management, Mumbai, India
k.maddulety@spjain.org

Abstract

Mergers and acquisitions are an important strategic option for a corporation to drive higher growth and profitability. Despite significant investments being made in mergers and acquisitions, past experiences indicate that many mergers and acquisitions fail. The failure is often attributed to employees' resistance to change. Factors, such as organisation change, culture, leadership, trust, and communication, among others, lead to employees' resistance to change. This issue has a significant