**Communication & Change Management Strategy**

*For the Mobile-Based Human Resource Information System (MoHRIS) Project*

**1. Purpose**

To ensure timely, accurate, and effective communication throughout the MoHRIS project while driving adoption, minimizing resistance, and enabling successful transition to mobile and biometric-enabled HR processes.

**2. Objectives**

* Maintain alignment among key stakeholders.
* Build awareness, understanding, and commitment to the new system.
* Mitigate change resistance through proactive engagement.
* Support HR and IT teams in delivering consistent messaging and training.
* Ensure a seamless user transition from legacy systems.

**3. Key Audiences**

| **Stakeholder Group** | **Communication Needs** |
| --- | --- |
| **Executive Leadership** | Progress reports, strategic alignment, risk updates |
| **HR Department** | Process changes, training schedules, user feedback |
| **IT Department** | Integration timelines, support roles, change impacts |
| **Employees (End-users)** | New features, usage instructions, benefits |
| **External Vendors/Partners** | Technical coordination, delivery timelines |
| **Regulators** | Data compliance documentation, security measures |

**4. Communication Matrix**

| **Communication Type** | **Audience** | **Channel** | **Frequency** | **Owner** |
| --- | --- | --- | --- | --- |
| Project Updates | Executives, HR, IT | Email, Dashboards | Bi-weekly | Project Manager |
| Training Notifications | All Staff | Email, SMS, App Push | Per schedule | Change Manager |
| Town Halls & Webinars | All Staff | Zoom/Teams | Monthly | Comms Lead |
| System Alerts & Tips | End-users | In-app, SMS | As needed | IT Support |
| Feedback Collection | End-users, HR | Surveys, Focus Groups | Post-go-live | Change Manager |
| Regulatory Briefs | Legal & Compliance | Formal Reports | Milestone-based | Compliance Lead |

**5. Change Management Framework**

Based on the **ADKAR Model** (Awareness, Desire, Knowledge, Ability, Reinforcement):

| **Phase** | **Action** | **Tools & Activities** | **Responsibility** |
| --- | --- | --- | --- |
| **Awareness** | Communicate purpose & urgency | Executive announcements, internal campaigns | Sponsor, Comms Lead |
| **Desire** | Motivate engagement & participation | Testimonials, pilot user feedback | HR Director |
| **Knowledge** | Provide training & resources | Job aids, e-learning modules, manuals | Training Coordinator |
| **Ability** | Enable effective use | Sandbox testing, hands-on sessions | IT & HRIS Support |
| **Reinforcement** | Sustain new behaviors | Recognition, performance monitoring | HR & Project Lead |

**6. Change Impact Assessment**

| **Area of Change** | **Impact Level** | **Stakeholders Affected** | **Mitigation** |
| --- | --- | --- | --- |
| Biometric Clock-In | High | Employees, HR | On-site training, phased rollout |
| Mobile App Use | Medium | All users | App walkthrough videos, helpdesk |
| HR Workflow Automation | High | HR, Line Managers | SOP updates, change champions |
| Cloud Data Handling | Medium | IT, Legal | Policy review, security briefings |

**7. Resistance Management Plan**

* Identify key resistance points during stakeholder engagement.
* Use departmental change champions to manage morale.
* Track feedback loops and adjust training/messaging accordingly.
* Provide direct lines to support and escalation.

**8. Success Indicators**

| **Metric** | **Target** |
| --- | --- |
| Employee Awareness of MoHRIS | 100% by training phase |
| User Training Completion | ≥95% before go-live |
| First-Month Adoption Rate | ≥85% daily active use |
| Helpdesk Tickets Reduction | 50% drop in 3 months |
| Staff Satisfaction Score | ≥80% in post-rollout survey |

**9. Tools & Templates**

* Change Readiness Assessment Survey
* Communication Tracker & Calendar
* Feedback Analysis Reports
* Training Sign-In & Assessment Forms
* FAQ Database (web/mobile)