MEMORANDUM

TO: All Employees

FROM: Corporate Office

DATE: November 12, 2019

SUBJECT: Uber Organizational Change Process

CC: Stakeholders

Hello employees,

The following are the specific details of the organizational changes that are going to take place. The organizational changes consist of protocols in transporting passengers, maintaining schedule maintenance. and effective communication. The need for the change is due to a lack of communication from the Uber drivers to their passengers. In addition to the communication channel, the organization has received numerous complaints stating drivers’ refusing to utilize the navigation system properly, implementing alternative routes, and timely service. Secondly, the organization change portrays customers’ satisfaction with upholding the industry’s image as a proficient transportation establishment.

The effect that the change will have on resources reflects through availabilities of drivers transporting passengers in a timely but safe fashion within the scheduled time-align in the navigation system. The effect that the change will have on personnel illustrates through effective communication beginning with the organization and the drivers. Furthermore, the result consists of the following: teamwork with upper management and the staff. In other words, the effect implements both parties working simultaneously to provide substantial travel measures for the riders. Last, the impact that the change will have on employees is negative behavior. Unfortunately, some employees (drivers) will rebel towards the changes. The rebellious acts portray failure to understand the benefits of the changes. Remember, individuals become accustomed to the norm.

The timeline for the organizational change is approximately 60 days. The time length reflects seminars/meetings, surveys, emails, and other educational factors to move the process forward successfully. Also, open communication displays by taking suggestions or concerns from the Uber drivers about the changes. Remember, everyone needs to be on the same page for the process. Last, the Uber industry is a trustworthy and expanding organization. Furthermore, the transportation company emphasis on customer satisfaction. Therefore, the changes illustrate effective communication, proficient timeframe, and utilizing the navigation system implemented on the Uber’s website for the drivers to follow.