Changing the Mindset of the Administration: Managing Change and Emotions in Introducing Shared Services in Bulgaria

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Sofia, Bulgaria
Managing Change: Stages You Move Through Emotionally
Understanding is not Acceptance

Graph 3: Please indicate which of the statements below is most relevant to you? [Base: 106. Answered "Yes" to Question №1.]

- Shared services are only applicable in the private sector: 32.1%
- Shared services are also applicable in the public sector: 28.3%
- Shared services are not applicable in Bulgaria: 39.6%
Support – Opposition

Graph 4: Do you personally support introduction of shared services? [Base: 111]

- Yes: 31.5%
- No: 57.7%
- Don't know: 10.8%