FACTORS INFLUENCING RESISTANCE TO CHANGE AMONG EMPLOYEES

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A project paper submitted to the College of Business in partial fulfillment of the requirements for the degree of Master of Human Resource Management

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ABSTRAK

ABSTRACT

This study examines the factors that influence resistance to change in a business organization. Four factors were selected to test the possibility of having a simple but comprehensive model that can predict resistance to change. Due to the need for researchers to narrow down the scope of their research, there is lack of researches on change resistance which comprehensively cover the core antecedents that causes resistance to change from employee perspectives. The four factors; namely Perceived Personal Impact, Perceived Outcome for Organization, Trust In Management and Change Communication were hypothesized to significantly predict resistance to change. A survey questionnaire was chosen as the instrument of choice to collect the data for this study. Collected data was entered into SPSS 12.0 for statistical analysis. The data was then analyzed using Pearson Correlation Analysis and Multiple Regression Analysis to test the hypotheses. All four factors were found to have a relationship with resistance to change. However, only Perceived Personal Impact and Trust in Management were found uniquely contributing towards the prediction of resistance to change. The key to effectively managing change resistance is to clearly understand the nature and reasons for resistance. The findings from this research helps to understand how change resistance antecedents relates to one another that results in resistance to change at workplace.
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CHAPTER 1
INTRODUCTION

1.1 Introduction

This chapter explains the background of the study, background of the problem, statement of the problem, the objectives of this research and the research questions that study intends to investigate and also explain the significance of this study.

1.2 Background of the study

Nothing is more constant in this world than “Change”. Change is a continuous process that happens in every aspect of our life in this world. As human beings, we grow and continue to change and evolve in our life stages to adapt to the various situation and factors that shape our life. As with human evolution, an organization also goes through the same process. Change has become a constant phenomenon which must be attended to and managed properly if an organization is to survive. Changes in technology, the marketplace, information systems, the global economy, social values, workforce demographics, and the political environment all have a significant effect on the processes, products and services produced. The culmination of these forces has resulted in an external environment that is dynamic, unpredictable, demanding and often devastating to those organizations which are unprepared or unable to respond.

When a change is planned and being implemented in an organization, it will encounter various problems that will impact the smooth landing of the planned changed. Apart from issues that arise from various implementation aspects of the change such as processes breakdown, technological glitch, external factors etc, one aspect remains the biggest problem in a change process; it is the employee resistance.
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REFERENCES


