WORK STRESSORS, TECHNOSTRESS AND EMPLOYEE COMMITMENT TO CHANGE: THE MODERATING EFFECT OF INTERNAL COMMUNICATION

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WORK STRESSORS, TECHNOSTRESS AND EMPLOYEE COMMITMENT TO CHANGE: THE MODERATING EFFECT OF INTERNAL COMMUNICATION

By

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ABSTRACT

The purpose of this study is to examine the relationship of work stressors (role overload, role conflict, role ambiguity, organizational constraints and interpersonal conflict) and technostress (techno-overload, techno-invasion, techno-complexity, techno-insecurity and techno-uncertainty) on employee commitment to change. This study also examined whether internal communication as a moderator give an impact to work stressors and technostress on the relationship with employee commitment to change among non-academic staff in three universities located in northern region of Malaysia which are UUM, UNiMAP and UiTM Perlis. Regression analysis results showed techno-invasion and techno-insecurity have significant and negative relationship with employee’s normative commitment to change. The result also indicated internal communication as a moderator has a significant relationship between techno-uncertainty and employee’s affective commitment to change. Finally, result also indicated internal communication as a moderator has a significant relationship between techno-uncertainty and employee’s normative commitment to change.

Keywords: Work Stressors, Technostress, Affective Commitment, Continuance Commitment, Normative Commitment, Internal Communication
ABSTRAK


Kata Kunci: Tekanan Kerja, Tekno Tekanan, Komitmen Afektif, Komitmen Penerusan, Komitmen Normatif, Komunikasi Dalaman.
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<th>Full Form</th>
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<tr>
<td>MoHE</td>
<td>Ministry of Higher Education</td>
</tr>
<tr>
<td>MEB</td>
<td>Malaysian Education Blueprint</td>
</tr>
<tr>
<td>HE</td>
<td>Higher Education</td>
</tr>
<tr>
<td>HLIs</td>
<td>Higher Learning Institutions</td>
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<tr>
<td>UUM</td>
<td>Universiti Utara Malaysia</td>
</tr>
<tr>
<td>UNiMAP</td>
<td>Universiti Malaysia Perlis</td>
</tr>
<tr>
<td>UiTM</td>
<td>Universiti Teknologi Mara</td>
</tr>
<tr>
<td>USM</td>
<td>Universiti Sains Malaysia</td>
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<tr>
<td>ICT</td>
<td>Information Communication Technology</td>
</tr>
<tr>
<td>SET</td>
<td>Social Exchange Theory</td>
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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

Change is a common matter of business life. In line with today's globalization most of the organizations faced with new development in their business operation. As stated by Nafei (2014) change is a natural phenomenon which cannot be controlled by people. The word of change, renovation, restructuring, innovation or transformation is the situation where organizations experienced from time to time. According to Dordevic (2004) organizations must adapt to new business transformation if they want to be successful and sustainable in the long run, for instance, the pace of change in the organization continuously occurs to enhance and upgrade the facilities, administration, productivity and development of the organizations in line with its vision and mission.

However, in order to implement change in the organization, it needs a total commitment from employees to commit to change and the organization also should take serious attention on this issue because it may cause difficulties to the organization to implement change when employees are not ready for it. As stated by the researchers, the success of change is not only based on the decrease of resistance, but it commonly depends on how individuals support and put their commitment to change (Kalyal, 2009; Piderit, 2000). Basically, employees will be interested to commit to restructuring when they have been
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REFERENCES


constraints scale, quantitative workload inventory, physical symptoms inventory.


