REFERENCE

A.A. Armenakis, S. G. Harris, K. W. Mossholder (1993). Creating readiness for organizational change. *Human Relations,* 681-703.

Abouraia, M. K., & Othman, S. M. (2017). Transformational leadership, job satisfaction, organizational commitment, and turnover intentions: the direct effects among bank representatives. *American Journal of Industrial and Business Management*, *7*(4), 404-423.

Ahmad, H. & Gelaidan, H.M. (2011). Organizational culture, leadership styles and employee’s affective commitment to change A case of Yemen Public Sector. *Journal of Organizational Management Studies*, 1, 1-10.

Ahmad, A. B., & Cheng, Z. (2018). The role of change content, context, process, and leadership in understanding employees’ commitment to change: The case of public organizations in Kurdistan region of Iraq. *Public Personnel Management*, *47*(2), 195-216.

Allen, N. J., & Meyer, J. P. (1990). The measurement and antecedents of affective, continuance and normative commitment to the organization. *Journal of Occupational Psychology, 63,* 1–18.

Allen, N. J., & Grisaffe, D. B. (2001). Employee commitment to the organization and customer reactions: Mapping the linkages. *Human Resource Management Review, 11*(3), 209-236.

Al-Haddad, S., & Kotnour, T. (2015). Integrating the organizational change literature: a model for successful change. *Journal of organizational change management.*

Azeem, S. M. (2010). Job satisfaction and organizational commitment among employees in the Sultanate of Oman. *Psychology*, *1*(4), 295-300.

Anthis, K., & Lavoie, J. C. (2006). Readiness to change: a longitudinal study of changes in adult identity. *Journal of Research in Personality, 40*(2), 209- 219.

Armenakis, A. A., Harris, S. G., & Mossholder, K. W. (1993). Creating Readiness for Organizational Change. *Human Relations*, *46*(6), 681–703.

Bakotić, D. (2016). Relationship between job satisfaction and organizational performance. *Economic research-Ekonomska istraživanja*, *29*(1), 118-130.

Bakari, H., Hunjra, A. I., Jaros, S., & Khoso, I. (2019). Moderating role of cynicism about organizational change between authentic leadership and commitment to change in Pakistani public sector hospitals. *Leadership in Health Services*.

Bateman, T. S. (1983). Job satisfaction and the good soldier: The relationship between affect and employee 'citizenship'. *Academy of Management Journal*, *26*(4), 587-595.

Bartunek, J. M., & Moch, M. K. (1987). First order, second order, and third order change and organizational development interventions: a cognitive perspective. *Journal of Applied Behavioural Science*, *23*(4), 483-500.

Bibi, A., Khalid, M. A., & Hussain, A. (2019). Perceived organizational support and organizational commitment among special education teachers in Pakistan. *International Journal of Educational Management*.

Bordia, P., Hobman, E., Jones, E., Gallois, C., & Callan, V., (2004). Uncertainty during Organizational Change: Types, Consequences, and Management Strategies. *Journal of Business and Psychology*. *18*(4), 507-532.

Braun, S., Peus, C., Weisweiler, S., & Frey, D. (2013). Transformational leadership, job satisfaction, and team performance: A multilevel mediation model of trust. *The Leadership Quarterly*, *24*(1), 270-283.

Burnes, B. (2004). Kurt Lewin and the planned approach to change: a re-appraisal.

*Journal of Management Studies*, *41*(6), 977-1002.

Carter, M. (2008). Employee Training and Development: Reasons and Benefits. <http://www.managementhelp.org/index.html>.

Chawla, A., & Kelloway, E. K. (2004). Predicting openness and commitment to change. *Leadership & Organization Development Journal*.

Chaturvedi, K. (2016). Sampling Methods. Retrieved February 14, 2017 from [http://www.pitt.edu.edu/~super7/43011-44001/43911.ppt.](http://www.pitt.edu.edu/~super7/43011-44001/43911.ppt)

Chen, J., & Wang, L. (2007). Locus of control and the three components of commitment to change. *Personality and Individual Differences*, *42*(3), 503-512.

Cheng, J. C., & Yi, O. (2018). Hotel employee job crafting, burnout, and satisfaction: The moderating role of perceived organizational support. *International Journal of Hospitality Management*, 72, 78-85.

Chiang, C. F., & Hsieh, T. S. (2012). The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior. *International journal of hospitality management*, *31*(1), 180-190.

Coakes, S. J. (2005). Data Screening and transformation. *SPSS Version 12.0 for Windows.*

Conway, E., & Monks, K. (2008). HR practices and commitment to change: an employee level analysis. *Human Resource Management Journal*, *18*(1), 72-89.

Conner, D. R., & Patterson, R. W. (1982). Building commitment to organizational change. *Training & Development Journal, 36*(4), 18-30.

Colakoglu, U., Culha, O., & Atay, H. (2010). The effects of perceived organizational support on employees’ affective outcome: Evidence from the hotel industry. *Tourism and Hospitality Management*, *16*(2), 125–150.

Collen, H. Ö. (2019). The relationships of contextual performance with person- organization fit, perceived organizational prestige and organizational identity strength: The mediating role of organizational commitment. *European Journal of Multidisciplinary Studies*, *4*(2), 28-37.

Cunningham, G. B. (2006). The Relationships among commitment to change, coping with change, and turnover intentions. *European Journal of Work & Organizational Psychology*, *15*(1), 29-45.

Currie, P., & Dollery, B. (2006). Organizational commitment and perceived organizational support in the NSW police. *Policing: an international journal of police strategies & management*.

Daıley, R. C., & Kırk, D. J. (1992). Distributive and procedural justice as antecedents of job dissatisfaction and intent to turnover. *Human Relations, 45*(3), 305-317.

Darolia, C., Kumari, P., & Darolia, S. (2010). Perceived organizational support, work motivation, and organizational commitment as determinants of job performance. *Journal of the Indian Academy of Applied Psychology*, *36*(1), 69–78.

Dent, E., & Goldberg, S. (1999). Challenging “resistance to change”. *The Journal of Applied Behavioural Science*, *35*(1), 25.

Dordevic, B. (2004). Employee commitment in times of radical organizational changes. *Economics and Organization*, *2* (2), 111-117.

Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, *71*(3), 500–507.

Eisenberger, R., Fasolo, P., & Davis-LaMastro, V. (1990). Perceived organizational support and employee diligence, commitment, and innovation. *Journal of applied psychology, 75*(1), 51.

Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocation of perceived organizational support. *Journal of applied psychology, 86*(1), 42.

Field, A. (2009). *Discovering statistics using SPSS:(and sex and drugs and rock'n'roll)*. Sage.

Fedor, D. B., Caldwell, S., & Herold, D. M. (2006). The effects of organizational changes on employee commitment: a multilevel investigation. *Personnel Psychology*, *59*(1), 1-29.

Feng, Wei, & Zhang. (2014). Formation mechanism and Effect of Employee change Commitment from the perspective of resource conservation theory: A Conceptual model. *Human Resource Development in China*, (15), 51- 55.

Frieder, R. E., Wang, G., & Oh, I. S. (2018). Linking job-relevant personality traits, transformational leadership, and job performance via perceived meaningfulness at work: A moderated mediation model. *Journal of Applied Psychology*, *103*(3), 324.

Fu, W., & Deshpande, S. P. (2014). The impact of caring climate, job satisfaction, and organizational commitment on job performance of employees in a China’s insurance company. *Journal of business ethics, 124*(2), 339-349.

Fugate, M., Kinicki, A. J., & Prussia, G. E. (2008). Employee Coping with Organizational Change: An Example of Alternative Theoretical Perspectives and Models. *Personnel Psychology*. *61*(1),1-36.

Gaertner, K. N., & Nollen, S. D. (1989). Career Experiences, Perceptions of Employment Practices, and Psychological Commitment to the Organization. *Human Relations*, *42*(11), 975–991.

GAO, Q., WU, Z. W., & DONG, L. F. (2016). Transformational Leadership, Organizational Commitment and Employee Initiative Behavior: The Moderating Role of Self-efficiency. *Journal of Nanchang Hangkong University (Social Sciences)*, (4), 10.

Gelaidan, H. M., & Ahmad, H. (2013). The factors effecting employee commitment to change in public sector: Evidence from Yemen. *International Business Research*, *6*(3), 75-87.

Gill, A., Flaschner, A. B., Shah, C., & Bhutani, I. (2010). The relations of transformational leadership and empowerment with employee job satisfaction: A study among Indian restaurant employees. *Business and Economics Journal, 18*(1), 1-10.

Gigliotti, R., Vardaman, J., Marshall, D. R., & Gonzalez, K. (2019). The role of perceived organizational support in individual change readiness. *Journal of Change Management*, *19*(2), 86-100.

Guo, L. (2016). *Research on The Influence of Transformational Leadership to Employee Commitment to Change.* M.A. Thesis. Shan Xi: Shan Xi University.

Gumusluoglu, L., & Ilsev, A. (2009). Transformational leadership, creativity, and organizational innovation. *Journal of business research,* 62(4), 461-473.

Gunlu, E., Aksarayli, M., & Şahin Perçin, N. (2010). Job satisfaction and organizational commitment of hotel managers in Turkey. International Journal of Contemporary Hospitality Management, 22(5), 693–717.

Gupta, V., Agarwal, U. A., & Khatri, N. (2016). The relationships between perceived organizational support, affective commitment, psychological contract breach, organizational citizenship behavior and work engagement. *Journal of advanced nursing*, 72(11), 2806-2817.

Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2006). Multivariate data analysis 6th Edition. *Pearson Prentice Hall. New Jersey. humans: Critique and reformulation. Journal of Abnormal Psychology, 87*, 49-74.

Han Juntao. (2014). *Research on the development and coordination mechanism of China express industry under the background of E-commerce*, Doctoral dissertation, Ph.D. Dissertation of Beijing University of Posts and Telecommunications).

Hartley, J., Benington, J., & Binns, P. (1997). Researching the roles of internal- change agents in the management of organization change. *British Journal of Management*, *8*(1), 61.

Herold, D. M., Fedor, D. B., Caldwell, S., & Liu, Y. (2008). The effects of transformational and change leadership on employees' commitment to a change: a multilevel study. *Journal of Applied Psychology*, *93*(2), 346-357.

Herold, D. M., Fedor, D. B., & Caldwell, S. D. (2007). Beyond change management: a multilevel investigation of contextual and personal influences on employees' commitment to change. *Journal of Applied Psychology*, *92*(4), 942-951.

Herscovitch, L., & Meyer, J. P. (2002). Commitment to organizational change: extension of a three-component model. *Journal of Applied Psychology*, *87*(3), 474-487.

Huang G. (2017). Top 10 problems facing China express at present. *Logistics information.* Retrieved from: <http://news.chinawutong.com/wlzx/wlrd/201707/50061.html>

Huang, T-C., & Hsiao, W-J (2007). The causal relationship between job satisfaction and organizational commitment. *Social Behavior & Personality: An International Journal*, *35*(9): 1265-1275

Yu, H., Leithwood, K., & Jantzi, D. (2002). The effects of transformational leadership on teachers’ commitment to change in Hong Kong. *Journal of educational administration.*

Ismail, M., Chinniah, M., & Sehat, N. S. (2011). Relationship between perceived organizational support and organizational commitment among teachers in private primary schools.

Iverson, R. D. & Buttigieg, D. M. (1999). Affective, normative and continuance commitment: Can the ‘right kind’ of commitment be managed? *Journal of Management Studie*s, *36* (3), 307-333.

Jayasundera, J. M. A., Jayakody, J. A. S. K., & Jayawardana, A. K. L. (2016). Perceived organizational support and turnover intention of Generation Y employees: The role of leader-member exchange. *Sri Lankan Journal of Management, 21 (2)*, 1-35.

Jiang H. B., (2018). *The Impact of Career Planning on the Talent Management in Small and Medium-Sized Enterprises—With the Case Analysis of W Company*. M.A. Thesis. Guang Dong: Guangdong University of Foreign Studies.

Johari, J. O. H. A. N. I. M., Yean, T. F., Adnan, Z. U. R. I. N. A., Yahya, K. K., &

Ahmad, M. N. (2012). Promoting employee intention to stay: Do human resource management practices matter. *International Journal of Economics and Management, 6*(2), 396-416.

Judson, A. S. (1991). *Changing behavior in organizations: Minimizing resistance to change.* B. Blackwell.

Karsh, B., Booske, B. C., & Sainfort, F. (2005). Job and organizational determinants of nursing home employee commitment, job satisfaction and intent to turnover. *Ergonomics, 48*(10), 1260-1281.

Kalyal, H. J., Berntson, E., Baraldi, S., Näswall, K., & Sverke, M. (2010). The moderating role of employability on the relationship between job insecurity and commitment to change. *Economic and Industrial Democracy, 31*(3), 327-344.

Kanter, R. M., Stein, B. A., & Jick, T. D. (1992). The challenges of execution: roles and tasks in the change process. *The Challenge of Organizational Change*, 369-94.

Kim, K. Y., Eisenberger, R., & Baik, K. (2016). Perceived organizational support and affective organizational commitment: Moderating influence of perceived organizational competence. *Journal of Organizational Behavior*, *37*(4), 558-583.

Kotter, J. P., & Cohen, D. S. (2002). Creative ways to empower action to change the organization: Cases in point. *Journal of Organizational Excellence, 22*(1), 73-82.

Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and psychological measurement, 30*(3), 607-610.

Kritsonis, A. (2005). Comparison of change theories. *International journal of scholarly academic intellectual diversity, 8*(1), 1-7.

Lambert, E. & Paoline, E. A. (2008). The influence of individual, job and organizational characteristics on correctional staff job stress, job satisfaction and organizational commitment. *Criminal Justice Review, 33* (4), 541-564.

Lew, T.-Y. (2009). The relationships between perceived organizational support, felt obligation, affective organizational commitment and turnover intention of academics working. *European Journal of Social Sciences, 9*(1), 72–87.

Li, C. P, & Shi K. (2005). Structure and measurement of transformational leadership. *Journal of Psychology, 37*(06), 803-811.

Li Jie. (2019). Phenomenon and reason analysis of employee turnover in express delivery enterprises. *Economist*, (10), 140.

Lin, S. H., Scott, B. A., & Matta, F. K. (2019). The dark side of transformational leader behaviors for leaders themselves: A conservation of resources perspective. *Academy of Management Journal, 62*(5), 1556-1582.

Liu, Y. (2009). *When change leadership impacts commitment to change and when it doesn't: A multi-level multi-dimensional investigation* (Doctoral dissertation, Georgia Institute of Technology).

Liang J. P., Song Z. L. & Li W. (2019), Measures to improve express service satisfaction. *Technology of logistics*. *38*(6), 23-27.

Lips‐Wiersma, M., & Hall, D. T. (2007). Organizational career development is not dead: A case study on managing the new career during organizational change. *Journal of Organizational Behavior: The International Journal of Industrial, Occupational and Organizational Psychology and Behavior, 28*(6), 771-792.

Locke, E. A. (1976). The nature and causes of job satisfaction. Handbook of industrial and organizational psychology. *Chicago: RandMc Narlly, 2*(5), 360-580.

Lumley, E. J., Coetzee, M., Tladinyane, R., & Ferreira, N. (2011). Exploring the job satisfaction and organisational commitment of employees in the information technology environment. *Southern African business review, 15*(1).

Mangundjaya, W. L. (2013, November). Leadership, readiness to change, and commitment to change. *In Proceedings International Management Conference* (pp. 8-9).

Martin, R., & Epitropaki, O. (2001). Role of organizational identification on implicit leadership theories (ILTs), transformational leadership and work attitudes. *Group processes & intergroup relations, 4*(3), 247-262.

Meyer, J. P., & Allen, N. J. (1991). A Three-Component conceptualization of organizational commitment. *Human Resource Management Review, 1*(1), 61.

Meyer, J. P., & Herscovitch, L. (2001). Commitment in the workplace: toward a general model. *Human Resource Management Review, 11*, 299-326.

Meyer, J. P., Stanley, D. J., Herscovitch, L., & Topolnytsky, L. (2002). Affective, continuance, and normative commitment to the organization: a meta- analysis of antecedents, correlates, and consequences. *Journal of Vocational Behavior, 61*(1), 2052.

Mohammadian, M. & Amirkabiri, A. (2014). A study on the relationship between empowerment, job satisfaction, job stress and organizational commitment: A case study of the central office of Petro Pars Company. *Indian J. Sci. Res*, 7 (1), 855-869.

Mowday, R. T., Steers, R. M., & Porter, L. W. (1979). The measurement of organizational commitment. *Journal of vocational behavior, 14*(2), 224- 247.

Nafei, W., A. (2014). Assesing employee attitudes towards organizational commitment and change: The Case of King Faisal Hospital in Al-Taif Governorate, Kingdom of Saudi Arabia. *Journal of Management and Sustainability, 4* (1), 204-219.

Newman, A., Thanacoody, R., & Hui, W. (2011). The impact of employee perceptions of training on organizational commitment and turnover intentions: a study of multinationals in the Chinese service sector. *The International Journal of Human Resource Management, 22*(8), 1765- 1787.

Obeidat, B. Y., & Tarhini, A. (2016). A Jordanian empirical study of the associations among transformational leadership, transactional leadership, knowledge sharing, job performance, and firm performance. *Journal of Management Development*.

Ok, A. B., & Vandenberghe, C. (2016). Organizational and career-oriented commitment and employee development behaviors. *Journal of Managerial Psychology, 31*(5), 930-945.

Oufi, G., H. (2014). *The influence of employee- centered and organizational communication on employee resistance to change: A study at Rabigh Refinery in Saudi Arabia*. Unpublished PhD thesis, University Utara Malaysia, Malaysia.

Parish, J. T., Cadwallader, S., & Busch, P. (2008). Want to, need to, ought to: employee commitment to organizational change. *Journal of organizational change management*.

Parvin, M. M., & Kabir, M. N. (2011). Factors affecting employee job satisfaction of pharmaceutical sector. *Australian journal of business and management research, 1*(9), 113.

Pallant, J. (2011). Survival manual. *A step by step guide to data analysis using SPSS.*

Philip, S., Liliana, B., & Seigyoung, A. (2008). Employees' affective commitment to change. *European Journal of Marketing, 42*(11/12), 1346.

Porter, L. W., Steers, R. M., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction and turnover among psychiatric technicians. *Journal of Applied Psychology*, 603-609.

Porter, L. W., Steers, R. M., Mowday, R. T., & Boulian, P. V. (1974). Organizational commitment, job satisfaction, and turnover among psychiatric technicians. *Journal of Applied Psychology, 59*(5), 603-609.

Rahayu, M., Rasid, F., & Tannady, H. (2019). The Effect of Career Training and Development on Job Satisfaction and its Implications for the Organizational Commitment of Regional Secretariat (SETDA) Employees

of Jambi Provincial Government. *International Review of Management and Marketing, 9(*1), 79.

Rahaman, H. M. S. (2012). Organizational Commitment, Perceived Organizational Support, and Job Satisfaction Among School Teachers: Comparing Public and Private Sectors in. *South Asian Journal of Management, 19*(3), 7–17.

Rashid, H., & Zhao, L. (2010). The significance of career commitment in generating commitment to organizational change among information technology personnel. *Academy of Information & Management Sciences Journal, 13*(1), 111-131.

Ritz, A., & Fernandez, S. (2011, June). Intended and non-intended effects of managing organizational change in public organizations. *In Public Management Research Association Conference, Syracuse University, Syracuse, NY, June* (pp. 2-4).

Rhoades, L., Eisenberger, R., & Armeli, S. (2001). Affective commitment to the organization: The contribution of perceived organizational support. *Journal of applied psychology, 86*(5), 825.

Rhoades, L. E. (2002). Perceived organizational support: A Review of the literature. *Journal of Applied Psychology, 87*(4), 698-714.

Riaz, A., & Haider, M. H. (2010). Role of transformational and transactional leadership on job satisfaction and career satisfaction. *Business and Economic horizons, 1*(1), 29-38.

Sekaran, U., & Bougie, R. (2003). Research Methods For Business, A Skill Building Approach, John Willey & Sons. *Inc. New York.*

Schweiger, D. M., & Denisi, A. S. (1991). Communication with employees following a merger: A longitudinal field experiment. *Academy of Management Journal, 34*(1), 110-135.

Sivalogathasan, V., & Hashim, A. (2013). Changes in employer-employee relationship: Impact of perceived organizational support on social exchange of the oursourcing industry in Sri Lanka. *Skyline Business Journal, 9*(1), 43–49.

Shin, J., Seo, M. G., Shapiro, D. L., & Taylor, M. S. (2015). Maintaining employees’ commitment to organizational change: The role of leaders’ informational justice and transformational leadership. *The Journal of Applied Behavioral Science, 51*(4), 501-528.

Shore, L. M., & Wayne, S. J. (1993). Commitment and employee behavior: Comparison of affective commitment and continuance commitment with perceived organizational support. *Journal of applied psychology, 78*(5), 774.

Shum, P., Bove, L., & Seigyoung, A. (2008). Employees' affective commitment to change the key to successful CRM implementation. *European Journal Of Marketing, 42*(11/12), 1346-1371

Sun Hongjiao. (2019). *Relationship between occupational stressors and intra- inter occupational turnover intention in Chinese couriers.* (Master's thesis, Ji Lin University).

Svensen, E., Neset, G., & Eriksen, H. R. (2007). Factors associated with a positive attitude towards change among employees during the early phase of a downsizing process. *Scandinavian Journal of Psychology, 48*(2), 153-159.

Tsai, C. F., & Yen, Y. F. (2020). Moderating effect of employee perception of responsible downsizing on job satisfaction and innovation commitment. *The International Journal of Human Resource Management, 31*(15), 1913-1937.

Top, M., & Gider, O. (2013). Interaction of organizational commitment and job satisfaction of nurses and medical secretaries in Turkey. *The International Journal of Human Resource Management, 24*(3), 667-683.

Thuy, N. T. B., & Van, P. D. N. Y. (2020). Employee Commitment to Organizational Change with the Role of Job Satisfaction and Transformational Leadership. *Technium Social Sciences Journal, 2*, 1-17.

Trajkova, K., Andonov, M., Mihajloski, Z. (2014). Role of organization communication on the affective commitment. *International Review of Management and Business Research, 3* (1), 517-527.

Vakola, M. & Nikolaou, I. (2005). Attitudes towards Organizational Change: What is the Role of Employees' Stress and Commitment? *Employee Relations, 27* (2), 160–174

Van der Voet, J., Kuipers, B. S., & Groeneveld, S. (2016). Implementing change in public organizations: The relationship between leadership and affective commitment to change in a public sector context. *Public Management Review, 18*(6), 842-865.

Wang, G., Oh, I. S., Courtright, S. H., & Colbert, A. E. (2011). Transformational leadership and performance across criteria and levels: A meta-analytic review of 25 years of research. *Group & organization management, 36*(2), 223-270.

Wang, C. L., Indridasson, T., & Saunders, M. N. K. (2010). Affective and continuance commitment in public private partnership. *Employee Relations, 32* (4), 396-417.

Wang, K., & Shu, Q. (2008, September). The moderating impact of perceived organizational support on the relationship between technostress and role

stress. *In 2008 19th International Workshop on Database and Expert Systems Applications* (pp. 420-424). IEEE.

Wang, M. H. (2012). Research on employee commitment to change: concepts, measures, incentives and effects. *Journal of Nanjing Normal University (Social Science)*. 12 (6),103-109.

Weick, K. E., & Quinn, R. E. (1999). Organizational change and development. *Annual review of psychology, 50*(1), 361-386.

Winston, B. (2020). Correlation of Essential Servant Leadership Behaviors, Perceived Organizational Support, and Employee Well-Being.

Wulandari, P., Mangundjaya, W., & Utoyo, D. B. (2015). Is job satisfaction a moderator or mediator on the relationship between change leadership and commitment to change? *Procedia-Social and Behavioral Sciences, 172*, 104-111.

Yang, F. (2019, August). Analysis of Factors Affecting Service Quality of Chinese Express Delivery Companies. *In 1st International Symposium on Economic Development and Management Innovation (EDMI 2019)*. Atlantis Press.

Yousef, D. A. (2017). Organizational commitment, job satisfaction and attitudes toward organizational change: A study in the local government. *International Journal of Public Administration, 40*(1), 77-88.

Yu, M. P. (2009). Employees' perception of organizational change: the mediating effects of stress management strategies. *Public Personnel Management, 38*(1), 17.

Yu Guangsheng. (2015). *The express industry development present situation, the countermeasures and the future trend* (Doctoral dissertation).

Yu, S., Liu, C. E., & Ren, H. Y. X. Y. J. (2019). Work-Related Identity Discrepancy and Employee Turnover Intention: The Mediation Effect of Job Satisfaction. *International Journal of Business and Social Science, 10*(11).

Zainun, N. F. (2015). *Work Stressors, Technostress and Employee Commitment to Change: The Moderating Effect of Internal Communication*. Kuala Lumpur: Universiti Utara Malaysia.

Zainun, N. F. H., Johari, J., & Adnan, Z. (2018). Stressor factors, internal communication and commitment to change among administrative staff in Malaysian public higher-education institutions. *On the Horizon*.

Zhong, L., Wayne, S. J., & Liden, R. C. (2016). Job engagement, perceived organizational support, high‐performance human resource practices, and cultural value orientations: A cross ‐ level investigation. *Journal of Organizational Behavior, 37*(6), 823-844.