

**A STUDY IN FORMULATING RESISTANCE TO CHANGE &
ORGANIZATIONAL JUSTICE TOWARDS DIMENSION OF
LEARNING ORGANIZATION (LO) IN PRIVATE AND PUBLIC
SECTOR AT SOUTHERN REGION MALAYSIA**

SITI HAMIDAH BT MOHD NOR

**Submitted in Partial Fulfillment
of the Requirement for the
Bachelor of Business Administration (Hons) Human Resource**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MELAKA

NOV 2010



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

**“A STUDY IN FORMULATING RESISTANCE TO CHANGE & ORGANIZATIONAL JUSTICE
TOWARDS DIMENSION OF LEARNING ORGANIZATION (LO) IN PRIVATE AND PUBLIC
SECTOR AT SOUTHERN REGION MALAYSIA”**

I, SITI HAMIDAH BT MOHD NOR (2008569203)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

11th November 2010

The Head of Program

Bachelor of Business Administration (Hons) Human Resource

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

75300 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled "**A STUDY IN FORMULATING RESISTANCE TO CHANGE & ORGANIZATIONAL JUSTICE TOWARDS DIMENSION OF LEARNING ORGANIZATION (LO) IN PRIVATE AND PUBLIC SECTOR AT SOUTHERN REGION MALAYSIA**" to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you.

Yours sincerely,

SITI HAMIDAH BT MOHD NOR

2008569203

Bachelor of Business Administration (Hons) Human Resource

TABLE OF CONTENTS	PAGE
ACKNOWLEDGEMENT	ii
TABLE OF CONTENT	iii
LIST OF TABLES	vii
LIST OF FIGURES	ix
ABSTRACT	x
Chapter 1: Introduction	
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Research Question	3
1.4 Research Objective	4
1.5 Theoretical Framework	5
1.6 Research Framework	6
1.7 Hypothesis	7
1.8 Scope of Study	11
1.9 Significant of the Study	
1.9.1 To Organizations	11
1.9.2 To Researchers	12
1.9.3 To Faculty	12
1.10 Limitation to this Study	
1.10.1 Lack of Information	13
1.10.2 Lack of Corporation	13
1.10.3 Time Constraint	13

ABSTRACT

The purposes of this paper are to develop a comprehensive understanding of how 'learning organizations' can be created and to provide a partial evaluation of the literature with a view to developing propositions for the future research agenda. To these ends, the paper analyzes the components of 'learning organizations,' deals with the barriers to organizational learning and several strategies for coping with them, draws upon the works of Senge a case of systems thinking, and then evaluates the ideas of main contributors of chaos and complexity theory from the managerial standpoint. In light of these intellectual constructs, the paper proposes a framework for managers in which the essential properties of complex systems that are capable of learning are set out. The paper also provides new propositions for future research.

All 73 questions in this questionnaire evaluate the respondents in four sections which consist of the Demographic background, Learning Organization, Organizational Citizenship Behavior and also Organizational Commitment. The result is in the form of reliability test, frequency, and also correlation. From the result that has been gathered, it shows that there is significant relationship between all the variables toward learning organization.