

FACTORS CONTRIBUTING RESISTANCE TO CHANGE IN NEW ORGANIZATIONAL
STRUCTURE AT “*MAJLIS DAERAH SEGAMAT*”

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ABSTRACT

This research entitles “FACTORS CONTRIBUTING RESISTANCE TO CHANGE IN NEW ORGANIZATIONAL STRUCTURE AT “*MAJLIS DAERAH SEGAMAT*””. Therefore, the study is conducted to identify the relationship of factors that contribute to people resist changing towards organizational structure change at “*Majlis Daerah Segamat*”. Firstly, to identify the relationship between fear of unknown and new organizational structure change that implemented at “*Majlis Daerah Segamat*”. Second, to examine the relationship between loss of control and new organizational structure change that implemented at “*Majlis Daerah Segamat*”. Third, to identify relationship between lack of confidence and new organizational structure change that implemented at “*Majlis Daerah Segamat*”. Fourth, to find the relationship between fear of taking risk and new organizational structure change that implemented at “*Majlis Daerah Segamat*”. Lastly, to identify how much those factors contributing toward resistance to change and new organizational structure that implemented at “*Majlis Daerah Segamat*”. The study involved 100 staffs Internal Audit, Building and Engineering, Management Service, Corporate and Public Affairs, Finance, Law and Social Development at “*Majlis Daerah Segamat*”. The questionnaires consists 30 questions that divided into three parts. Part A has 6 questions that consists the respondent’s demographic background information which gender, age, race, marital status, education background and working experience. Part B have questions of factors resistance to change which are fear of unknown consists 4 questions, loss of control consists 5 questions, lack of confidence consists 5 questions and fear of taking risk consists of 5 questions. Part C has 5 questions on organizational structure.

Likert's Scale by using the number to represent answer as shown below:

5 – Strongly agree

4 – Agree

3 - Neutral

2 – Disagree

1 – Strongly disagree

Through the survey made to the employees at the “*Majlis Daerah Segamat*”, a total of 100 sets of questionnaire were distributed and the returned rate is 100%. The result indicates that there is a positive high significant relationship between fear of unknown and new organizational structure ($r: .673, p :< 0.05$). The result indicates that there is positive high significant relationship between loss of control and new organizational structure ($r: 0.724, p :< 0.05$). The result indicates that there is a positive high significant relationship between lack of confidence and new organizational structure ($r: 0.829, p :< 0.05$). The result indicates that there is a positive high significant relationship between fear of taking risk and new organizational structure ($r: 0.745, p :< 0.05$). The major factor contributed on resistance to change in new organizational structure were lack of confident. An examination of the t-values (4.958) and the ($\beta=0.566, p=0.000$) as the evidence for the highest rating among the other factors. The second factor chosen were fear of unknown. The beta value shows ($\beta=0.420, p=0.000$) it is examine the second variable also contributed to the new organizational structure changes resist. Fear of taking risk was the third factor that contributed to the new organizational structure changes resist. The beta coefficient value indicate that ($\beta=0.117, p=0.267$). The last