

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

SITI RADZIAH BINTI MAHFOB

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA

2014

TABLE OF CONTENTS

	Page
LIST OF TABLES	i
LIST OF FIGURES	ii
ABSTRACT	iii-v
ACKNOWLEDGEMENT	vi
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1-2
Statement of the Problem	2-3
Research Objectives.....	3
Research Questions.....	4
Significance of the Study	4-5
Limitations of the Study.....	5
Definition of Terms.....	5-6
CHAPTER 2	
LITERATURE REVIEW	7
Resistance to Change	7-9
Dependent Variable	9-10
Independent Variable	10-14
Theoretical Framework	14-15
Hypotheses.....	15
CHAPTER 3	
METHODOLOGY	16
Research Design.....	16
Population	16-17
Sampling Frame	17
Sampling Technique	17
Sample Size.....	17
Instrument	17-18
Validity and Reliability	18-19
Data Collection Procedures.....	19-20
Data Analysis	20-22
CHAPTER 4	
FINDINGS AND DISCUSSIONS	23
Response Rate.....	23
Demographic Background	24-29
Factors Resistance to Change	30-34
Bivariate Analysis.....	35-37

ABSTRACT

This study is proposed to identify the relationship between factors of resistance to change to new organizational structure. The problem of this study is to identify factors that contribute to people resist changing towards new organizational structure change at “*Pejabat Tanah Daerah Segamat*”. First, to identify the relationship between fear of unknown and new organizational structure change that implemented at “*Pejabat Tanah Daerah Segamat*”. Second, to examine the relationship between loss of control and new organizational structure change that implemented at “*Pejabat Tanah Daerah Segamat*”. Thirdly, to identify relationship between lack of confidence and new organizational structure change that implemented at “*Pejabat Tanah Daerah Segamat*”. Fourth, to find the relationship between fear of taking risk and new organizational structure change that implemented at “*Pejabat Tanah Daerah Segamat*”. Lastly, to identify how much those factors contributing toward resistance to change in new organizational structure at “*Pejabat Tanah Daerah Segamat*”. The study involved 100 staffs from Federal Land Property Section, Research and Development Section, Land Intake Section and Human Resource Unit at “*Pejabat Tanah Daerah Segamat*”. The research design for this research is quantitative which correlational study. Questionnaires were designed to gain information from the staff and have 28 questions that consists (3) three parts (Part A, B and C). Part A comprised the respondent’s demographic information which are consists 6 questions. Part B comprised factors resistance to change which are fear of unknown consists 4 questions, loss of control consists 4 questions, lack of confidence consists 5 questions and fear of taking risk consists of 5 questions. Part C has 4 questions which are about organizational structure.

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

5 – Strongly agree

4 – Agree

3 - Neutral

2 – Disagree

1 – Strongly disagree

Through the survey made to the employees at the “*Pejabat Tanah Daerah Segamat*”, a total of 100 sets of questionnaire were distributed. A total of 100 questionnaires were returned and returned rate is 100%. The result indicates that there is a positive medium significant relationship between fear of unknown and new organizational structure ($r: 0.404, p < 0.05$). The result indicates that there is positive high significant relationship between loss of control and new organizational structure ($r: 0.841, p < 0.05$). The result indicates that there is a positive high significant relationship between lack of confidence and new organizational structure ($r: 0.907, p < 0.05$). The result indicates that there is a positive high significant relationship between fear of taking risk and new organizational structure ($r: 0.909, p < 0.05$).

The best factor that contributed more on resistance to change in new organizational structure were lack of confident. An examination of the t-values (3.669) and the ($\beta=0.470, p=0.000$) determined that the lack of confident factor contributed the highest rating on resistance to change in new organizational structure

The second factor chosen were loss of control. The beta value shows ($\beta=0.293$, $p=0.000$) it is examine the second variable was also enhance to the new organizational structure changes.

Fear of taking risk was the third factor that contributed to the new organizational structure changes. The beta coefficient value indicate that ($\beta=0.202$, $p=0.132$)

The last factors that contributed to the new organizational structure changes was fear of unknown with the beta coefficient value ($\beta=0.038$, $p=0.361$).