



A STUDY ON FACTORS THAT INFLUENCE THE RESISTANCE TO CHANGE
AMONG EMPLOYEES IN
SYARIKAT AIR MELAKA BERHAD (SAMB).

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WITH HONOURS (HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JUNE 2014

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Submitted In Partial Fulfilment Of The
Requirement For The
BACHELOR OF BUSINESS ADMINISTRATION
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JUNE 2014

DECLARATION OF ORIGINAL WORK



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

“DECLARATION OF ORIGINAL WORK”

We, SAIDATUL FARANADZIRAH BINTI ROSLAN (I/C Number: 911029-01-6776)

And

SITI SYUHADAH BINTI MD JOHAR (I/C Number: 910405-04-5454)

Hereby declare that,

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

Signature: _____

Date : 26th June 2014

: _____

LETTER OF SUBMISSION

June 2014

The Head of Program
Bachelor of Business Administration (Hons) Human Resource
Faculty of Business Management
Universiti Teknologi Mara
75300 Off Jalan Hang Tuah
Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**A STUDY ON FACTORS THAT INFLUENCE THE RESISTANCE TO CHANGE AMONG EMPLOYEES IN SYARIKAT AIR MELAKA BERHAD (SAMB)**” to fulfill the requirement as needed by the faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

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SAIDATUL FARANADZIRAH BINTI ROSLAN

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ABSTRACT

The purpose of this study is to investigate the relationship between communications and trust with the employees' resistance to change. The objectives of this study is to determine the relationship between communication with resistance to change among employees, to determine the relationship between employee's trust toward organization with resistance to change, to identify the factor that influences most on resistance to change, and to give recommendation to the management of SAMB regarding the resistance employees. This study was used questionnaire as instrument to gain the data. The questionnaire is personally administered distribute to 100 respondents which employees who work in Syarikat Air Melaka Berhad (SAMB). The respondent are from eight department in Syarikat Air Melaka Berhad (SAMB) which is human resources, finance, legal, planning, corporate, business development, operation, and business compliance. Pearson correlation is to find out the relationship between communications and trust towards management with the resistance to change. Multiple regressions are applied to find out the most influencing factors of employees resistance to change. The study was found that there are a positive relationship between communications and trust with the employees' resistance to change. The study was also found that the most factors that influences employees' resistance to change is communications.