



A STUDY ON RESISTANCE TO CHANGE AMONG EMPLOYEES IN
PRIVATE SECTOR

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ABSTRACT

This research is deeply focused on to identify the most common factors that contribute people resist to change and to identify the existence of resistance to change among employees. The research method that used in this research is questionnaire that had been distributed to get the result from the respondent in order to analyze all the factors in changing.

It was discovered that resistant to change in company occurs due to the several factors which are fear of failure and uncertainty avoidance towards the technology and management. From this study, it is identified that education and communication, foster open communication, participation and involvement, facilitation and support, negotiation and agreement, manipulation and co-option and implicit and explicit coercion are the ways to manage the problem of resistance to change.

The response that researcher received for this study of 100 employees from Unisem (M) Berhad, Simpang Pulai, Perak. The sampling technique that has been used by researcher is simple random sampling and the researcher used the sample of respondents to get the result of data collected.

This paper can be concluded that resistance to change is the major problem in the organization and each firm experienced it. The way of the organization to handle and manage their employees as well as their firm is the solution to ensure everyone are follow the rules and changes.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Resistance to change is an ongoing problem that involved attitude in each employees who has negative reactions or behaviors toward the organization. This negative reactions or behavior occurs against the organizations awareness and needs. Employees who resist to change assume that all changes will not bring any consequences for themselves. On the contrary, it just gives harm to the organization and impairs concerted efforts to improve performance. According to (Stuart Tan, 2011) frequently resistance to change creates problem for the leader and the entire organization. In an organization, a change is important in terms of technology, management, system and procedure, ergonomic, and other else. This is because in order to compete with the other firms, organizations need to do some improvement so that they can attract their customers, employees and suppliers from going to another organization. It had cited that resistance to change is a catch-all term that is often used to describe anyone who does not change as fast as we do. In addition, they may reluctant to change because they derive benefits from the dysfunction such as care and attention. It is also added that resisting change occurs when the new change may reflect poorly on one's past performance (Lipton, Mark, Nov 1996). Thus, from the situation, most employees resist changing and this research has been conducted to study factors that contribute resistance to change.