



**THE FACTORS THAT INFLUENCE THE ORGANIZATIONAL CHANGE IN BUSINESS
SUPPORT OFFICE (BSO) NON-CORE AT TENAGA NASIONAL BERHAD (TNB)**

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ABSTRACT

The main purpose of this study is to examine the factors that influence organizational change in Business Support Office – BSO corporate. The study involved after the process of organizational changes initiative done in Business Support Office-BSO Non-Core at Tenaga Nasional Berhad (TNB). One set of questionnaires has been distributed and about 90 responses have been received in the study. Based on the purposes and research questions developed, the findings show that 3 out of 4 variables have significantly impact towards organization change. Furthermore, the result indicates that the most influential variables after done the multiple regression analysis is optimism which are organizational culture. Therefore, hopefully the results can be valued and can be used as a reference to any private or public sector in order for them to initiate an organizational change within the company.

Keywords: Leadership, Communication, Organizational Culture and Employee Satisfaction

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