

ABSTRACT

Individual & Organizational Factors Influence on Employee's Resistance Toward Organizational Changes in Corporate Office of PT Telkom Indonesia (Persero) Tbk

This study was conducted to analyze individual & organizational factors influence on employee's resistance toward organizational changes in corporate office of PT Telkom Indonesia (Persero) Tbk. As an incumbent operator, Telkom Indonesia continually conducting innovations in order to survive in the market, from technology innovation to organization transformation. However, it's inevitable that resistance may arise toward the changes.

Dependent variables used in this study consist of individual and organizational factors and independent variable is resistance toward changes. The object of this study was Telkom Indonesia's employees working at corporate office, and primary data was obtained by questionnaire which distributed to all employees working at corporate office, and the size of sample was 101 respondents.

Data was analyzed using descriptive and verification technic. The result showed that individual and organizational factors both partially and jointly have positive and significant effect on resistance toward organizational changes at PT Telkom Indonesia. Therefor, individual and organizational factors need to be considered in the change process to anticipate resistance that may arise from the employees.

Keywords: *organization change, resistance, telkom.*