

TABLE OF CONTENTS

TITLE.....	i
AUTHORIZATION.....	ii
STATEMENT OF AUTHENTICITY OF WRITTEN THESIS.....	iii
ACKNOWLEDGEMENTS.....	iv
TABLE OF CONTENTS.....	vi
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
ABSTRACT.....	x
ABSTRAK.....	xi
CHAPTER I.....	1
1.1 BACKGROUND.....	1
1.2 RESEARCH PROBLEM.....	2
1.3 RESEARCH QUESTIONS.....	5
1.4 RESEARCH OBJECTIVES.....	5
1.5 RESEARCH BENEFITS.....	5
1.6 RESEARCH SCOPE.....	6
1.7 THESIS STRUCTURE.....	6
CHAPTER II.....	8
2.1 EMPLOYEE-PERCEIVED BENEFITS OF TRAINING.....	8
2.2 READINESS FOR CHANGE.....	9
2.3 ORGANIZATIONAL COMMITMENT.....	11
2.4 COMMITMENT TO CHANGE.....	12
2.5 RESEARCH FRAMEWORK.....	13
2.6 HYPOTHESIS DEVELOPMENT.....	14
CHAPTER III.....	16
3.1 RESEARCH DESIGN.....	16
3.2 DATA COLLECTION METHOD.....	16
3.3 POPULATION AND SAMPLE.....	17
3.3.1 Population.....	17
3.3.2 Sample.....	17
3.3.3 Sampling Method.....	18
3.4 OPERATIONAL DEFINITION AND MEASURES.....	18
3.4.1 Employee-Perceived Benefits of Training.....	18
3.4.2 Instrument for Individual Readiness for Change.....	19

3.4.3 Instrument for Affective Commitment to Change.....	20
3.5 DATA ANALYSIS METHOD.....	21
3.5.1 Validity Test.....	21
3.5.2 Reliability Test.....	22
3.5.3 The Model Goodness of Fit.....	23
3.5.4 Hypothesis Test.....	26
3.6 COMPANY OVERVIEW.....	27
3.6.1 Company Profile.....	27
3.6.2 Flier Management Development Program.....	28
CHAPTER IV.....	30
4.1 DATA COLLECTION RESULTS.....	30
4.2 PROFILE OF RESPONDENTS.....	30
4.2.1 Age Profile of Respondents.....	30
4.2.2 Gender Profile of Respondents.....	31
4.2.3 Tenure Profile of Respondents.....	32
4.3 DESCRIPTIVE STATISTICS.....	32
4.3.1 Employee-Perceived Benefits of Training.....	34
4.3.2 Individual Readiness for Change.....	36
4.3.3 Affective Commitment to Change.....	37
4.4 VALIDITY AND RELIABILITY TESTING.....	38
4.4.1 Validity Test.....	38
4.4.2 Reliability Test.....	41
4.4.3 Goodness of fit Test.....	41
4.5 HYPOTHESIS TESTING.....	42
4.5.1 Hypothesis I: Employee-perceived benefits of training have a positive influence on affective commitment to change.....	44
4.5.2 Hypothesis II: Individual Change Readiness positively mediates the relationship between Employee-Perceived Benefits of Training and Affective Commitment for Change.....	44
4.6 DISCUSSION.....	45
4.6.1 The Direct Effect of Employee-perceived Benefits of Training towards Affective Commitment to Change.....	45
4.6.2 The Mediating Role of Individual Readiness for Change.....	47
CHAPTER V.....	49
5.1 CONCLUSION.....	49
5.2 RESEARCH IMPLICATION.....	49
5.3 RESEARCH LIMITATION.....	50
5.4 RECOMMENDATION.....	51
BIBLIOGRAPHY.....	53

APPENDICES.....	55
Appendix 1 Research Questionnaire.....	55
Appendix 2 AMOS Output.....	58

LIST OF TABLES

Table 3.1 Instrument Blueprint for Employee-Perceived Benefits of Training.....	19
Table 3.2 Instrument Blueprint for Individual Readiness for Change.....	20
Table 3.3 Instrument Blueprint for Affective Commitment to Change.....	20
Table 3.4 Goodness of Fit Index.....	25
Table 4.1 Age distribution of Respondents.....	30
Table 4.2 Gender Distribution of Respondents.....	31
Table 4.3 Tenure Distribution of Respondents.....	32
Table 4.4 Descriptive statistics.....	33
Table 4.5 Respondent response score categorization.....	33
Table 4.6 Employee-Perceived Benefits of Training Statement Items.....	34
Table 4.7 Distribution of Individual Readiness for Change Statement Items.....	36
Table 4.8 Distribution of Affective Commitment Change Statement Items.....	37
Table 4.9 Confirmatory Factor Analysis Result.....	39
Table 4.10 Fornell-Larcker Criterion.....	40
Table 4.12 Results of Structural Model Analysis and Mediation Testing.....	43

LIST OF FIGURES

Figure 2.1 Research Framework.....	13
Figure 4.1 Path Analysis using Structural Equation Modeling.....	43