



## Table of Contents

<b>1. Introduction</b> .....	1
<b>2. Literature Review</b> .....	4
<b>2.1 Organizational Change</b> .....	4
<b>2.1.1 Types of Change</b> .....	7
<b>2.1.2 Personality Types</b> .....	8
<b>2.2 Motivation Theories</b> .....	9
<b>2.3 Stage of Change</b> .....	12
<b>2.3.1 Loss to Safety</b> .....	13
<b>2.3.2 Doubt to Reality</b> .....	14
<b>2.3.3 Discomfort to Motivation</b> .....	14
<b>2.3.4 Danger Zone</b> .....	15
<b>2.3.5 Discovery to Perspective</b> .....	15
<b>2.3.6 Understanding the Benefits</b> .....	15
<b>2.3.7 Experiencing Integration</b> .....	16
<b>2.4 Potential Success Factors</b> .....	16
<b>2.4.1 Management Support</b> .....	16
<b>2.4.2 Effective Communication</b> .....	17
<b>2.4.3 Vision and Clear Goals</b> .....	17
<b>3. Research Methodology</b> .....	19
<b>3.1 Research Approach and Design</b> .....	19
<b>3.2 Research Procedures</b> .....	19
<b>3.3 Limitations</b> .....	20



<b>4. Data Analysis</b> .....	21
<b>4.1 Reaction to change</b> .....	21
<b>4.2 Personality types</b> .....	23
<b>4.3 Employees' feelings towards change</b> .....	24
<b>4.4 Stage of change</b> .....	25
<b>4.5 Organization management</b> .....	26
<b>4.6 Motivation theories</b> .....	28
<b>5. Conclusion</b> .....	31
<b>5.1 Results</b> .....	31
<b>5.1.1 Communication</b> .....	32
<b>5.1.2 Management support</b> .....	32
<b>5.1.3 Working environment</b> .....	32
<b>5.2 Recommendation for future research</b> .....	33
<b>Bibliography</b> .....	34
<b>Appendix A (Questionnaire in Indonesian)</b> .....	37
<b>Appendix B (Questionnaire in English)</b> .....	45