



ICAR^{'21}

INTERNATIONAL CONFERENCE
OF CROSS-DISCIPLINARY
ACADEMIC RESEARCH 2021

Organizer :



Co-organizer :



Institute for Management and
Business Research (IMBRe)
Universiti Utara Malaysia



USM
UNIVERSITI SAINS MALAYSIA



UNIVERSITY
OF MALAYA



UniKL
UNIVERSITI
KUALA LUMPUR

icar2021.kuptm.edu.my

e ISBN 978-967-26577-0-5



9 78 9672 6577 05

STAFF REACTIONS TO ORGANISATIONAL CHANGE: A CASE STUDY OF HIGHER LEARNING INSTITUTIONS IN KLANG VALLEY

**Hani Radiah Hassan Shaari¹*
kl2011008504@student.kuptm.edu.my
Farha Ghapar²
farha@kuptm.edu.my

**Corresponding author*

*Faculty of Business, Accountancy & Social Sciences,
Kolej Universiti Poly-Tech MARA Kuala Lumpur^{1,2}*

ABSTRACT

The Covid -19 pandemic has forced the higher education industry to redefine holistic digital education, including admissions, lectures, examinations, and graduations. Challenges in associating new capabilities and transformation initiatives have become norms to the employees and operations. This study will discuss the organisational change that occurred during the pandemic season and how the new management conquered the organisation overall. Every employee is expected to achieve and deliver strong performance in working quality while achieving the given targets. However, significant changes among management could repeal the existing practices and lay forward new strategies and visions to be targeted on. This could lead to a certain level of resistance, specifically how an employee is willing to accept the change and work towards the newly formed leadership and management strategies. Hence, the study will examine the relationship between tolerance to change, job satisfaction and work engagement with organisational change. The target sample will be from the academic and non-academic staff members to understand the logical factors influencing staff readiness or resistance to change in higher learning institutions in Klang Valley. Online surveys and questionnaires will be distributed to the targeted group of people in order to gain passable data to conclude the study. This study expects there is positive significant relationship between organisational change and staff reactions to organisational change.

Keywords: Organisational Change, Staff Reactions, Employee-Organisation Relationship, Resistance