

**APPROPRIATENESS, MANAGEMENT SUPPORT, CHANGE EFFICACY,  
AND PERSONAL VALENCE ASSESSMENT TO DEVELOP INTERVENTION  
AT HEAVY MACHINERY AND EQUIPMENT COMPANY**

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### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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## ABSTRACT

### Appropriateness, Management Support, Change Efficacy and Personal Valence Assessment to Develop Intervention at Heavy Machinery and Equipment Company

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Change always happen and to survive in the market, sometimes organizational change is needed. Change is conducted to improve the organization itself. However, some people don't agree about the change. If resistance grows, then the change wouldn't be running smoothly. An Assessment about changes was done based on information provided at one Heavy Machinery and Equipment Company to know why employees resist the change. The data of resistance assessed based on 4 of dimensions of changes which are appropriateness, management support, change efficacy, and personal valence, with open and closed questionnaire. The dimension of change was analysed holistically with human performance technology (HPT), with questionnaire as performance analysis, Swiss cheese Model as cause analysis, and PDCA as the intervention. The result is employee resist to change because of lack of communication and support from management and within lack of support means employee will perceived that change will be beneficial for them. Based on result conclusion was made that company really has a big impact to the employee and that is why communicate and support to employee is really important during change.

*Keywords: Organizational Change, Appropriateness, Management Support, Change Efficacy, Personal Valence, Human Factors Analysis Classification System, Intervention*



## **DEDICATION**

I dedicate this work to my parents, who have supported me materially and spiritually, and my friends who have cheered me through this semester.



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