

ABSTRACT

Heni Kartikawati

Readiness to Change from the point of view of Management Role and Leader-Member Exchange (a case study at Agency X). (Dr. Rostiana D.N., M.Si., Psi). Master of Psychology, Tarumanagara University.

This research was carried out to observe the influence of trust in management on readiness to change using Leader-Member Exchange (LMX) as moderator variable. The participants of this research were 201 officials of Agency X in South Jakarta. To observe the influence of trust in management on readiness to change, certain measurements of readiness to change, LMX and trust in management were distributed to the participants. Regression analysis had been deployed as the chosen technique to analyse the main data. The analysis unveiled the influence of trust in management on readiness to change. Similar result had also been gained at the analysis on high LMX group. On the lower LMX group, it was expected the absence of influence of trust in management on readiness to change. However, the research had found the contrary facts, even with the higher contribution score. The dimension of trust in management that significantly influenced the readiness to change was capability. Intervention program had been done to lift up the level of trust amongst staff and management through workshop on trust building using appreciative inquiry. Such Intervention had inspired the staff that trust could be developed and it could be completed by positively promoting what they already had and what they had succeeded.

Keywords: Trust In Management, Leader-Member Exchange, Readiness To Change, Appreciative Inquiry