

**DAMPAK PERSEPSI DUKUNGAN ORGANISASI TERHADAP
PENOLAKAN ATAS PERUBAHAN DENGAN *EGO- RESILIENCE* DAN
KOMITMEN ORGANISASI SEBAGAI MEDIASI**

(Studi Kasus Pegawai Di Kecamatan Lubuk Sikarah Kota Solok)

Abstrak

Variabel penolakan atas perubahan telah mendapat perhatian baik bagi kademisi maupun praktisi. Diantara faktor yang mempengaruhi penolakan atas perubahan adalah persepsi dukungan organisasi, *ego-resilience* dan komitmen organisasi. Penelitian ini bertujuan untuk menguji *ego-resilience* dan komitmen organisasi sebagai mediasi antara persepsi dukungan organisasi dan penolakan atas perubahan. Jumlah responden dalam penelitian ini adalah 62 orang pegawai di Kecamatan Lubuk Sikarah Kota Solok. Untuk pengujian hipotesis, penelitian ini menggunakan program smart-PLS 3.2.7. Hasil penelitian menemukan bahwa persepsi dukungan organisasi berpengaruh positif terhadap komitmen organisasi, namun tidak memiliki dampak terhadap penolakan atas perubahan dan *ego-resilience*. Selanjutnya *ego-resilience* dan komitmen organisasi tidak berpengaruh terhadap penolakan atas perubahan. Secara spesifik, hanya *ego-resilience* yang memediasi hubungan antara persepsi dukungan organisasi dan penolakan atas perubahan. Sementara variable komitmen organisasi tidak terbukti sebagai mediasi antara persepsi dukungan organisasi dan penolakan atas perubahan.

Kata Kunci: Persepsi dukungan organisasi, Penolakan atas perubahan, *Ego-resilience* dan Komitmen organisasi

**THE EFFECT OF EGO-RESILIENCE AND ORGANIZATIONAL
COMMITMENT AS MEDIATORS ON THE RELATIONSHIP
BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT AND
RESISTANCE TO CHANGES**

(Study: Employees of Lubuk Sikarah District, Solok City)

Abstract

Resistance to change has been recognized as an important variable neither academicians nor practitioners. Among variables that influenced resistance to change were perceived organizational support, ego-resilience, and organizational commitment. This study aimed to examine the effect of ego-resilience and organizational commitment as mediator on the relationship between perceived organizational support and resistance to change. The numbers of respondents in the study were 62 employees who currently worked for Lubuk Sikarah District, Solok City. In order to test hypothesis, this study performed Smart-PLS software 3.2.7. The results of analysis revealed that perceived organizational support was found to have positive dan significant effect on organizational commitment. However, it did not affect resistance to change and ego-resilience. Furthermore, ego-resilience and organizational commitment did not influence significantly resistance to change. Specifically, the only ego-resilience found to mediate the relationship between perceived organizational support and resistance to change. In addition, organizational commitment was not proven to mediate the relationship between perceived organizational support and resistance to change.

Keywords: Perceived organizational support, Ego-resilience, Organizational commitment, and Resistance to change