

ABSTRAK

Cindy Mayasari, 111041038, Pengaruh *Locus of Control* Terhadap *Resistance to Change* dengan *Trust* Sebagai Variabel Intervening, *Tesis*, Program Studi Magister Profesi Psikologi, Fakultas Psikologi Universitas Airlangga, Surabaya, 2013.

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Penelitian ini bertujuan untuk mengetahui pengaruh *locus of control* terhadap *resistance to change*, baik secara langsung maupun melalui *trust* sebagai variabel intervening. *Locus of control* ialah keyakinan individu bahwa *outcome* dari suatu pekerjaan dikendalikan oleh tindakan diri sendiri sebagai indikasi *locus of control* internal, atau oleh faktor di luar kendali individu sebagai indikasi *locus of control* eksternal. *Trust* adalah kesediaan untuk patuh terhadap tindakan dari individu/kelompok lain (*trustee*) berdasarkan harapan bahwa *trustee* akan melakukan tindakan tertentu yang penting bagi *trustor*, tanpa bergantung dengan kemampuan untuk mengawasi ataupun mengendalikan pihak tersebut. *Trust* ini terdiri dari faktor kemampuan, sikap bijak dan integritas. *Resistance to change* adalah sikap negatif terhadap perubahan yang meliputi komponen afeksi, perilaku dan kognisi.

Penelitian dilakukan di PT. X, yaitu anak perusahaan makanan dan minuman dengan produksi utama berupa biskuit. Alat pengumpulan data yang digunakan terdiri dari 3 kuesioner. Kuesioner *Work Locus of Control* yang diterjemahkan dari skala yang disusun oleh Spector, kuesioner *Trust* yang berasal dari Mayer dan Davis, serta *resistance to change* yang diukur dengan *change attitude scale* yang dikembangkan oleh Oreg. Kuesioner tersebut dibagikan kepada 147 subyek penelitian. Analisa data dilakukan dengan teknik analisa jalur menggunakan program LISREL.

Berdasarkan hasil analisa data, disimpulkan bahwa variabel *locus of control* berpengaruh terhadap *trust* pada aspek *ability* dan *integrity*. *trust* pada aspek *integrity* berpengaruh terhadap *resistance to change*. Tidak terdapat pengaruh langsung antara *locus of control* terhadap *resistance to change*. *Locus of control* berpengaruh terhadap *resistance to change* melalui *trust* pada aspek *integrity* sebagai variabel intervening.

Kata Kunci: Locus of Control, Trust, Resistance to Change

Daftar Pustaka, 49 (1995 - 2012)

ABSTRACTS

Cindy Mayasari, 111041038, The Effect of Locus of Control to Resistance to Change with Trust as Intervening Variable, *Tesis*, Post Graduate Program, Psychology Department of Airlangga University, Surabaya, 2013.

xii + 114 pages, 20 *attachment*

This research's purpose is to examine the effect of locus of control to resistance to change with trust as intervening variable. Locus of control is defined as a generalized expectancy that reward, reinforcement or outcomes in life are controlled by one's own actions (internally) or by other forces (externally). The definition of trust proposed in this research is the willingness of a party to be vulnerable to the actions of another party based on the expectation that the other will perform a particular action important to the trustor, irrespective of the ability to monitor or control that other party. Trust consist of ability, benevolence and integrity. Resistane to change is negative attitude towards change, which include affective, behavioural, and cognitive component.

This research was conducted at PT. X. It was one of food and beverage industry with biscuit as the main product. Instruments used to collect data consist of 3 questionnaire. Work Locus of Control questionnaire which was translated from Spector's scale, trust questionnaire from Mayer and Davis, and resistance to change that measure with change attitude scale from Oreg. Those questionnaire was given to 147 subject. Path analysis were conducted to analyse the data using LISREL program.

Data analysis show evidence that locus of control have effect to trust ability and integrity, trust integrity have effect to resistance to change. Locus of control have no direct effect to resistance to change. Locus of control have indirect effect to resistance to change with trust integrity as intervening variable.

Keyword : Locus of Control, Trust, Resistance to Change

References, 49 (1995 - 2012)