

Organizational change as a contributor to organizational learning in the airline industry of Malaysia

ABSTRACT

The Malaysia Airlines Industry is one of the most significant financial contributors to the country. It can significantly influence the transportation market globally, and Malaysia had the fourth largest air passenger traffic in the South and Southeast Asia region, after China, India, and Indonesia. The quality of this industry is defined by organizational transformation, which is influenced by various factors that might influence organizational learning and performance. This study investigates the relationship between five factors of organizational change: people, technology, structure, task and organization culture, and organizational learning. The Structural Equation Modelling (SEM) and the Statistical Package for the Social Sciences Version 26 analyzed the data collected from the sampling among 194 staff in Malaysia Airport. The researcher uses purposive sampling to collect the data and a survey questionnaire, including an online survey. The findings suggest significant relationships exist between technology, structure, and organizational culture toward organizational learning. In contrast, people and tasks have no significant relationship with organizational learning. The study's result will contribute to the previous literature pool on organizational change and work performance by testing Leavitt's and Borman's models. It also gives the airline industry guidance to address its organizational change program's weaknesses and strengths to improve its learning and performance.