

ABSTRACT

The Condition of industrial market of telecommunication which is more competitive, push PT. Telkom to change the role and function of Training Division (DIVLAT). By issuing the decision of director number KD-32/PS150/CTG-10/2003 about the change of Training Division becomes Telkom Training Center (TTC), beside changing the name but also the function of the basic role and training center it self. One of the factors which are influence the result of changing organization that is understanding employees to the changing of that policy. When employees are not ready yet, it will appear disappointed of work. The indication of disappointed can be identified from the assessment of satisfied employees which decreased from 70.87%, 63.79%, and 57.67% (target 72%). That is the why the reason we need some researches to recognize the grade of understanding and the readiness of employees right now to organization change by identifying the aspects which has potential to pursue the readiness of employees in facing the changes of that organization in order to gives recommendation to help the management in doing/planning the improvement program especially to increase the readiness of employees and the success of changing organization in general.

The assessment of changing organization model is developed from the assessment model 'Change Ability' (Mike Jay, 1996) and the Blockage of changing organization (Woodcock & Francis, 1979), which has been adapted. Doing the data which has been done from the result of spreading the questioner is the value conversion and final the raid value to assess change ability, coding the respondent replied and calculating the total for assessment changing organization Blockage. From the result, it can be gained the value Change Ability and changing organization Blockage. This assessment can be form for TTC in doing the recommendation of correcting mostly by considering of transformation DIVLAT to TTC.

The result of calculating data tends to the average Change Ability of employees of TTC is 77.87 (range 64 – 91) which mean that Change Ability of employees of TTC is around in the middle level which the grade of understanding and the readiness half enough so the training and the preparation have to be done early before doing the changing effort. Beside that, it still 20 respondent (15%) which has the low level of Change Ability value (≤ 63) which mean don't do the changing which can give the destructive influence to the system, human, and also structure. For the changing organization Blockage for 12 Blockage there six which are agreed by the respondent become the changing organization Blockage. These are the Recruitment and Selection (52%), Organization Structure (55%), Controlling Function (52%), Creativity (53%), Teamwork (52%), and Planning and Career Development (52%). This mean that the changing organization which is running in TTC, it is crisis which the changing organization TTC is slow down and tends to stop.

All the results above, can be gives recommendation that to assess the change ability is needed the socialization about the changing of organization which much more increasing of the understanding of employee about the rule and the function in changing organization. While for the changing organization Blockage, which organization structure Blockage, has agreed value which is needed the effective ways in increasing the process which happen in the organization structure so that can be more effective the function and also the unit of work in that organization structure itself.

Key word : Organizational change, Change Ability, Organizational Change Blockage.