

# The Influence of Transformational Leadership on Change Management of the NTB Mall Virtual Team Mediated by Organizational Culture

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## ABSTRACT

Considering the importance of responding to developments in globalization and virtual business trends, this research looks at transformational leadership in its influence on the change management of the NTB Mall virtual team which is mediated by organizational culture. This research is quantitative with a sample of 51 respondents through the distribution of questionnaires. The data was analyzed using SmartPLS software and descriptive analysis was carried out on the test result data. The research results show that transformational leadership does not significantly influence virtual team change management, transformational leadership has a positive and significant influence on organizational culture. Organizational culture has a positive and significant effect on virtual team change management, and organizational culture significantly mediates the relationship between transformational leadership and virtual team change management. Research on transformational leadership and its influence on virtual team change management through organizational culture has never been conducted in NTB, further research using organizational culture as a mediation of transformational leadership on virtual team change management has not been conducted in Indonesia, it is hoped that the research findings can be developed by further researchers by testing variables other than transformational leadership in examining its influence on organizational culture, and NTB Mall is expected to review transformational leadership in its influence on virtual team management.

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## 1. INTRODUCTION

Technological developments have had a significant impact on the performance patterns adopted by many organizations in responding to change to remain relevant to developments. In early 2020, Indonesia was part of many countries affected by Covid-19, indirectly Covid-19 became a support for providing organizations with opportunities to provide innovative performance [1]. Technology that demands innovation gives organizations the choice to adapt or dissolve in the ongoing competition. After the COVID-19 pandemic, organizations shifted company operations which initially depended on performance directly in the office to work that could be done even outside the office without reducing the tasks assigned [2].

To ensure the sustainability of the organization, the need to form a virtual team in the organization is a necessity that the organization chooses. In these conditions, employees work virtually via the many media provided, so that maximizing performance is balanced with supporting digital facilities [3]. Effective virtual team operations encourage organizations that can adapt to ongoing change. Apart from that, to support organizational operations that support the need for adaptive leadership, digital transformation encourages superior leadership transformation [4]. Flexible organizational operations and transformative leadership have an impact on better organizational management.

Transformative leadership provides a stimulus for better employee performance, capable of generating innovation and better organizational operations. Transformative leadership is needed in conditions of rapid change, changes in the competitive field become unstable and beyond the organization's

expectations. The speed of change requires intense adaptation and can only be provided by a good organization through a transformative leader [5].

According to Kort in Bagga [2] leadership is a process of influence given to members of an organization to clarify the vision of the organization which is then passed on to the actions carried out by members of the organization. In general, according to Bass in Suriagiri [6] Leadership is an important aspect in moving an organization and building organizational creativity and innovation, so leadership is divided into two forms, namely transformational leadership and transactional leadership.

Suriagiri [6] continues by explaining that transformational leadership is a leader who has more opportunities to exchange ideas with his subordinates, in other words, leaders are supported by the qualities of being admired, respected, and imitated as role models. Transformational leadership inspired by intellectual stimulation provides a stimulus for subordinates to forget previous value assumptions and traditions to provide a view of something new. By forgetting past assumptions, each subordinate will have more freedom to express needs within the organization that support maximizing performance within the organization [7]. Busari further [8] explains that with transformational leadership, leaders are better prepared to adapt to change and by working together they will help achieve organizational goals together.

Transformative organizational leaders directly impact organizational management, so whether organizational management is good or not depends on the extent to which the leader can adapt to change [9]. This includes team management in the organization, team performance is formed based on the direction of the leader, the communication that is built, and the integrity of the leader. In the intense development of technology with digitalization, communication between leaders and teams is built through many virtual media [10].

Based on the ease of communication and work that can be done anywhere, a stigma has formed that teams that work outside the office are called virtual teams. Virtual teams rely on performance instructions based on the leader's instructions via social media. The better the communication, the better the team's performance. To build relevant and informative communication in virtual communication between teams and leaders, it is ensured that leaders have clear knowledge of environmental conditions which are reflected in the integrity of a leader [11].

To ensure that the team does its work as expected, it refers to the values or rules for the team which are then referred to as organizational culture [12]. Transformative leadership ensures that the performance carried out by the team does not deviate from the values agreed upon within the organization. So the next impact is control of change management in virtual teams that is more focused by referring to developments in the field and considering the culture that exists in the organization [6].

Organizational goals can be achieved with good change management, including starting with the integrity of transformational leaders and actions based on a maintained organizational culture [13]. The balance of these three organizational instruments can provide adaptive strength to compete in digital competition. The sustainability of competition is determined by how the organization's leadership remains transformative [2].

Facing the achievement of long-term organizational goals requires adaptation to changes in the organization, change is described by the movement of total organizational performance from one stage to another [14]. Organizational change describes a complicated and complex process from an old organizational culture to a new organizational culture, it means the transition of organizational routines that change most of the organization, the changes made in the organization are guaranteed to have a positive impact on the organization.

Schmidt [15] defines organizational change management as a series of systematic processes, starting from planning change, communicating change effectively, involvement in change, support for change, leading change, managing change, and handling resistance to change. Change management ensures that the changes carried out run smoothly and creates a conducive organizational environment for the team and organization [15]. Change management is interpreted as a systematic process of managing resources to achieve change, Wibowo explains in Fischasia Menda [13] by outlining the change management indicators as follows: Changes in organizational structure, changes in technology, and changes in individuals.

A virtual team is defined as a group of geographically dispersed workers carrying out work to achieve organizational goals using electronic communication as the main media in organizational communication [16]. Work in organizations carried out by virtual teams has many advantages, including saving costs, relatively longer work duration, discovering new skills, and other benefits [17].

The use of technology as a basis for virtual team communication means that the work done can be more varied, from work that can be done anywhere or even with anyone. Remote performance control allows teams to be free and free from excessive pressure at work and maximize better performance [18].

Robins explains in Fischasia [13] that organizational culture is a general perception held by members of an organization or a system of shared meaning. According to Suriagiri [6], explaining that organizational culture is a set of belief systems or values that are developed within an organization and serve as a basis for organizational members in dealing with existing problems, built to achieve organizational goals together, apart from that, organizational culture can provide differences between one organization and another. According to Isensee [19], organizational culture is a way of life in an organization. Organizational culture

includes members or employees who are related to the organization, including emotions, psychology, and morals. More than that, organizational culture includes symbols, in the form of actions, routines, and even conversations. The meaning of organizational culture is achieved through interactions between leaders and subordinates [20].

In response to technological developments, many companies are directly involved in adopting digitalization as the main basis for running business, one of which is NTB Mall which coincides with Indonesia's Independence Day, 17 August 2020, which was inaugurated directly by the Governor of West Nusa Tenggara. This platform, which is present amidst the rise of online trading, also responded by empowering employees virtually to manage NTB Mall. NTB Mall in its operations provides online services which can be accessed via [ntbmall.com](http://ntbmall.com) and can be visited directly offline.

As of January 2023, the number of registered MSMEs has reached 60 MSMEs with more than 300 products being traded. In the application, 1,250 MSMEs and more than 2,500 products are traded. The products traded are varied, ranging from food and drinks to fashion, spices, and many other local products [20]. The marketing carried out covers the entire NTB region, from national to international. This explains that the involvement of MSMEs and the community response is quite high and means that NTB Mall provides an alternative for people doing business, whether they have products to trade or people who want to consume local products.

Businesses that are directly involved in the digitalization space require that employees who work must be familiar with digitalization, thus the organizational culture that is built is a virtual work culture. Presidential Decree Number 17 of 2023 explains the determination of the end of the COVID-19 status in Indonesia, meaning that people's trading activities are allowed to be carried out directly. NTB Mall, which initially operated virtually, also had to build a direct operational culture without abandoning its initial habits on digital platforms, thus balancing these two operations had an adaptation impact for NTB Mall employees. In this case, employee adjustments made by leaders are important, so that adjustments to organizational culture can provide positive changes for employees and the organization.

### **1.1. Direct relationship of transformational leadership with virtual team management**

Transformational leadership according to Suriagiri [6] is a leader who has more opportunities to exchange ideas with his subordinates, in other words, leaders are supported by the qualities of being admired, respected, and imitated as role models. Leaders who are respected and have the opportunity to exchange ideas with subordinates provide access to broader management, including the management of virtual teams. Research findings explain that transformational leadership has a significant influence on virtual team management [2], the research findings align with findings by Ben Sedrine [21]. The research findings support the formulation of the research hypothesis, namely: H1: There is a direct positive and significant influence of transformational leadership on virtual team management.

### **1.2. The relationship between transformational leadership and organizational culture**

Transformational leadership which is interpreted as intellectual stimulation provides a stimulus to subordinates to forget previous value assumptions and traditions to provide a view of something new [7]. A form of adaptation that looks at previous organizational activities or values and upholds organizational adaptation which influences the performance or culture of the existing organization. This concept is in line with research findings by Rayyan Aqila Praditya [22] which explains that transformational leadership influences organizational performance and effectiveness, which is supported by research conducted by Widhy Setyowaty & Mukhamad Miftah [23] who found that transformational leadership had a significant effect on organizational learning and organizational learning. This description supports the formulation of the research hypothesis, namely: H2: There is a positive and significant influence of transformational leadership on organizational culture.

### **1.3. The relationship of organizational culture to virtual team change management**

Organizational culture according to Suriagiri [6], is a set of belief systems or values developed within an organization and used as a basis for organizational members in dealing with existing problems built to achieve organizational goals together. Values that are built over time are taken away by changes that occur, thus organizations will adapt to changes and change organizational culture, including the culture of managing virtual teams or employees. Research findings show that changes in environmental conditions also influence organizational culture and have an impact on virtual team management [24]. The research findings are supported by the results presented by [2]. The research findings support the formulation of the research hypothesis, namely: H3: There is a positive and significant influence of organizational culture on virtual team management.

### **1.4. The relationship between transformational leadership and team change management through organizational culture**

Transformational leadership requires adaptation to change and harmonization of communication with subordinates. This openness of communication will provide space for more effective management of

employees. The influences that are present then are the values held by members of the organization, which have the potential to influence the influence of transformational leadership on virtual team change management. This concept is in line with research findings which explain that organizational culture has a mediating influence between transformational leadership and virtual management [2]. The research findings are supported by findings conducted by Rayyan Aqila Praditya [22] which explains that transformational leadership influences employee performance which is mediated by organizational culture. This description supports the formulation of the research hypothesis, namely: H4: There is a positive and significant influence of transformational leadership on virtual team change management through organizational culture.

## 2. RESEARCH METHOD

### 2.1. Research design

This research is quantitative, namely research by obtaining data in the form of numbers or quantitative data that is added up [25]. The research approach used is associative which looks at the relationship between two or more variables. Sampling uses probability sampling, which allows all members of the population to become research samples. The sampling technique used is simple random sampling. This research examines transformational leadership on virtual team change management at NTB Mall and examines organizational culture variables in mediating the influence of transformational leadership on virtual team change management at NTB Mall.

### 2.2. Population and Sample

The research population was a virtual team at NTB Mall with a total of 60 people. The research sample was taken using the Krecjie model to maintain the degree of trustworthiness of the research. The research sample used was 51 people based on the standard sample determination table with an error rate of 5%.

### 2.3. Instruments and Data Collection

Primary data was collected using a questionnaire by providing several statements and distributed to 51 Virtual Team people at NTB Mall via Google Form, secondary data was from other supporting publications.

### 2.4. Data analysis

Data analysis was carried out using SEM PLS by passing measurement model testing (outer model) to test the validity and reliability of research instruments and model structure (inner model) to measure the relationship between variables, then testing feasibility using goodness of fit using the Normed Fit Index including testing direct and indirect relationships between variables.

## 3. RESULTS AND ANALYSIS

### 3.1. Data Quality Testing via Outer Model

#### 3.1.1. Validity test

##### 1). Convergent Validity

Based on the Average Variance Extracted test carried out, the test results are described in the following table:

Table 1. Average Variance Extracted Data	
Variable	Average Variance Extracted (AVE)
X (Transformational Leadership)	0.741
Y (Virtual Team Change Management)	0.877
Z (Organizational Culture)	0.772

Processed by SmartPLS, 2023

Table 1 shows that the AVE value for each variable is more than 0.5, which means that this value explains that each indicator can explain or represent the latent variable by more than 50%.

##### 2). Discriminant Validity

The results of the Fornell Lacker Criterion testing carried out are described in the following table:

Table 2. Fornell Lacker Criterion Data

Variable	X	Y	Z
X (Transformational Leadership)	0.861		
Y (Virtual Team Change Management)	0.686	0.936	
Z (Organizational Culture)	0.781	0.907	0.879

Processed by SmartPLS, 2023

Table 2 shows that the value of each construct is greater when correlated with other constructs in the model, meaning that each construct in the model has good discriminant validity.

### 3.1.2. Reliability Test

#### 1). Cronbach's Alpha

The results of the Cronbach's Alpha test carried out are described in the following table:

Table 3. Cronbach's Alpha Data

Variable	Cronbach's Alpha
X Transformational Leadership	0.956
Y Virtual Team Change Management	0.965
Z Organizational Culture	0.951

Processed by SmartPLS, 2023

Table 3 shows that the Cronbach's Alpha value for each construct is greater than 0.60. This means that each instrument used in the construct is accurate, precise, and consistent in measuring a construct.

#### 2). Composite Reliability

Composite Reliability testing is carried out and described in the following table:

Table 4. Composite Reliability Data

Variable	Composite Reliability
X Transformational Leadership	0.962
Y Virtual Team Change Management	0.973
Z Organizational Culture	0.960

Processed by SmartPLS, 2023

Table 4 shows the Composite Reliability value for each construct above 0.70, which means that the actual value of each construct measured is reliable for use.

## 3.2. Testing the Model Structure or Inner Model

### 3.2.1. Goodness of Fit

#### 1). R Square(R<sup>2</sup>)

The results of the R Square test carried out are described in the following table:

Table 5. R Square Data

Variable	R Square
Y Virtual Team Change Management	0.824
Z Organizational Culture	0.610

Processed by SmartPLS, 2023

Based on Table 5, it can be seen that the R-Square value of virtual team change management is 0.824 or 82%, this value means that the virtual team change management variable is 82% influenced by transformational leadership and organizational culture, the remaining 20% is influenced by other variables outside of those mentioned. researched. The organizational culture variable based on an R-Square value of 0.610 or 61% is influenced by the transformational leadership variable, while the remaining 39% is influenced by other variables outside those studied.

## 2). Predictive Relevance(Q2)

The results of Predictive Relevance testing were carried out and described in the following table:

Table 6. Predictive Relevance Data

Variable	Q <sup>2</sup>
X Transformational Leadership	
Y Virtual Team Change Management	0.702
Z Organizational Culture	0.451

Processed by SmartPLS, 2023

Table 6 shows that the Q-Square/Predictive Relevance value of the endogenous variable is more than 0 or 0.72, which means it has a good observation value. The mediating variable based on the Q-Square table shows a value of 0.451, which means the variable has a good observation value.

## 3). Effect Size(F2)

Effect Size testing is carried out and described in the following table:

Table 7. Effect Size Data

Variable	X	Y	Z
X Transformational Leadership		0.007	1,564
Y Virtual Team Change Management			
Z Organizational Culture		2,006	

Processed by SmartPLS, 2023

Based on Table 7, shows that the effect size with a large value is the influence of X on Z and Z on Y because it has a value above 0.35. Meanwhile, the influence with a small value is X on Y with a vulnerable value below 0.15.

## 4). Normal Fit Index (NFI)

The results of the Normed Fit Index testing carried out are then described in the following table:

Table 8. Normed Fit Index (NFI) Data

	Saturated Model	Estimated Model
SUMMER	0.075	0.075
d_ULS	1,282	1,282
d_G	1,737	1,737
Chi-Square	2,198,815	2,198,815
NFI	0.748	0.748

Processed by SmartPLS, 2023

In Table 8, the NFI value is shown at 0.90, namely an NFI value of 0.748, which means the model is marginally fit.

**3.2.2. Direct Effects**

The Direct Effects testing carried out is then described in the following table:

Table 9. Direct Effects Data

	Original Sample	P Values
Transformational Leadership -> Virtual Team Change Management	-0.057	0.581
Transformational Leadership -> Organizational Culture	0.781	0,000
Organizational Culture -> Virtual Team Change Management	0.952	0,000

Processed by SmartPLS, 2023

Based on the table above explaining the direct influence, it can be seen that what has a direct influence is the transformational leadership variable on organizational culture and organizational culture on virtual team change management based on positive path coefficients and p-values that are smaller than 0.05.

Furthermore, there is no direct relationship is transformational leadership to virtual team change management based on a negative path coefficient value and a p-value above 0.05.

The test results explain that transformational leadership does not have a direct influence on virtual team change management, however transformational leadership has a direct influence on organizational culture. Furthermore, organizational culture has a direct influence on virtual team change management.

### 3.2.3. Indirect Effects

The Indirect Effects testing carried out is then described in the following table:

Table 10. Indirect Effects

	Original Sample	P Values
Transformational Leadership -> Organizational Culture -> Virtual Team Change Management	0.743	0,000
Data Processed by SmartPLS, 2023		

### 3.3. Hypothesis test

The research data used in testing this hypothesis are the values contained in the output coefficients. The following is a table of test results:

Table 11. Research Hypothesis Testing

	Original Sample	P Values	Significance
Transformational Leadership -> Virtual Team Change Management	-0.057	0.581	Not significant
Transformational Leadership -> Organizational Culture	0.781	0,000	Significant
Organizational Culture -> Virtual Team Change Management	0.952	0,000	Significant
Transformational Leadership -> Organizational Culture -> Virtual Team Change Management	0.743	0,000	Significant

Testing using SmartPLS statistically for each hypothesized relationship is carried out using simulation. The results of bootstrapping testing using SmartPLS produce the following hypothesis:

- Hypothesis testing H1 (It is suspected that there is a positive and significant direct influence of transformational leadership on virtual team change management). The second hypothesis states that the influence of transformational leadership on virtual team change management is not significant based on the p-value of 0.581 which is greater than 0.05. The test results show that the hypothesis of the influence of transformational leadership on virtual team change management or H1 is rejected and is not supported by facts.
- Hypothesis testing H2 (It is suspected that there is a direct influence of transformational leadership on organizational culture positively and significantly). The second hypothesis based on data testing states that there is a direct influence of transformational leadership on organizational culture based on a positive path coefficient value of 0.781, and has a significant influence based on a p-value of 0.000 which is smaller than 0.05. The results of hypothesis testing prove that transformational leadership has a positive and significant effect on organizational culture. Thus hypothesis H2 is accepted and supported by facts.
- Hypothesis testing H3 (It is suspected that there is a direct influence of organizational culture on virtual team change management). The third hypothesis based on data testing states that there is a direct influence of organizational culture on virtual team change management based on a positive path coefficient value of 0.952, and has a significant influence based on a p-value of 0.000 which is smaller than 0.05. The results of hypothesis testing prove that organizational culture has a positive and significant effect on virtual team change management. Thus hypothesis H3 is accepted and supported by facts.
- Hypothesis testing H4 (It is suspected that there is a positive and significant influence of transformational leadership on virtual team change management through organizational culture). The fourth hypothesis shows that the influence of transformational leadership on virtual team change management through organizational culture is positive and significant based on a positive path coefficient value of 0.743 and has a significant influence based on a p-value of 0.000 which is smaller than 0.05. This test proved that transformational leadership influences virtual team change management through organizational culture positively and significantly or H4 is accepted and supported by facts.

### 3.4. Analysis

The results of the testing and analysis carried out in this research will then be discussed so that it can provide a clear picture of the influence and relationship between the variables used in the research. The variables used in this research include The transformational leadership variable as an exogenous variable, the organizational culture variable as a mediating variable, and the virtual team change management variable as an endogenous variable.

#### 3.4.1. The direct influence of transformational leadership on virtual team change management

Hypothesis testing carried out explains that the influence of transformational leadership on virtual team change management is not significant. These tests show that the form of leadership adopted by the leader does not have a significant impact on encouraging regular virtual team change.

Transformational leadership necessitates constant change in the organizational space by providing a completely new organizational performance formula. The next impact is to ensure that all elements in the organization are relevant to making changes. Besides that, changes in virtual teams that require adaptation require time as learning material in accepting the transformation offered by the leader. Virtual teams that rely on networks as the foundation of their work mean that fast communication of change does not mean fast acceptance of change.

Virtual team change management requires adaptation instruments that are more than transformative ideas, namely the formation of consistent habits to ensure that changes are well received. Virtual teams are required to adapt to rapidly changing information, as well as work rhythms that change at any time, also require adaptation to these changing habits.

This concept is in line with the theory explained by Schmidt [15] that change management requires a systematic and orderly process in achieving change goals. The transformational vision initiated by the leader will not be effective if the elements of change management are not followed well, starting from planning change, communicating change, involvement in change, involvement in change, and leading change to managing resistance to change [15].

The research findings do not align with the results described by Simranjeet Kaur Bagga, Shikha Gera & Syed Nadimul Haque [2] which explains that transformational leadership has a significant influence on virtual team change management. This fact can explain why transformative ideas presented in the organizational environment by leaders cannot always be accepted as an effective form of change for the organizational environment.

#### 3.4.2. The influence of transformational leadership on organizational culture

Hypothesis testing carried out explains that transformational leadership has a positive and significant influence on organizational culture. This test explains that leaders who provide a transformative style can build and cultivate habits in an organizational environment.

Transformational leadership necessitates rapid adaptation and change based on influence built from within a leader as a reference for action for every member of the organization. For example, in an organizational environment, transformative leaders examples provide a trail for each member to follow and make this example part of their performance. The exemplary process carried out continuously forms activity habits and forms a comprehensive exemplary culture.

The organizational culture that is formed from the example of a transformative leader persists until the adoption of a new culture is established through the example of the leader's character. Fluctuations in leadership style also influence the intensity of the culture that is formed. This concept is in line with the theory that states that organizational culture is likened to a spider's web and the humans within it act according to the trajectory of the web formed [26].

The formation of a spider's web or axis of employee activity is an action that is carried out continuously based on the defense of values that come from the leader's example. The research findings are in line with research findings conducted by Widhy Setyowaty & Mukhamad Miftah and Simranjeet Kaur Bagga, Shikha Gera & Syed Nadimul Haque [2] which explains that transformational leadership has a positive and significant influence on organizational culture.

#### 3.4.3. The influence of organizational culture on virtual team change management

The results of hypothesis testing explain that organizational culture has a positive and significant influence on virtual team change management. Thus, this fact explains that constant organizational activities carried out within the organization can provide effective management activities for virtual teams in the organization.

Organizational culture, which is formed from the values held and maintained in organizational activities, provides information on employee work patterns to leaders as material for consideration in managing the organization's human resources. Change is present in an organization when it forms well-educated management and will have an impact on good virtual team change management. A virtual teamwork culture that uses social media as the main communication provides information that the organization's virtual teamwork culture is controlled via social media and such work culture is regulated to obtain more effective virtual team change management results.



The theory put forward by Kilcullen [18] is that virtual teams are easier to change flexibly because of wider space for movement, so performance flexibility and the formation of new work models can encourage virtual teams to easily accept new work cultures. More than that, the research findings are in line with the results obtained by Muhammad Rizki Putra Mulfag [27] and also in line with the findings of Simranjeet Kaur Bagga, Shikha Gera & Syed Nadimul Haque [2] which explains that organizational culture has a positive and significant influence on virtual team change management.

### **3.4.4. The influence of transformational leadership on virtual team change management through organizational culture**

The results of hypothesis testing explain that transformational leadership has a positive and significant influence on virtual team change management through organizational culture, which means that transformational leadership creates role models and has an impact on organizational activities in the form of culture which can then provide learning activities as material for more effective management planning. for virtual team changes.

Transformational leadership relies on the leader's charisma as a way to build communication with organizational members. This charisma will directly create role models for members of the organization. Organization members who continuously accept and apply exemplary actions will form a value which is later called culture in the organization. To ensure that the culture remains relevant to ongoing changes, it is ensured by evaluation by a transformative leader with follow-up changes if something goes wrong. Thus, through cultural lessons that exist in the organization, the planned process of virtual team change management will be effective with the support of exemplary transformative leaders.

The theory that supports these findings is that described by Busari [8] which explains that transformative leaders are better prepared to face change based on learning from organizational activities. More than that, the findings of research conducted by Simranjeet Kaur Bagga, Shikha Gera & Syed Nadimul Haque [2] explain the same finding that transformational leadership has a significant influence on virtual team change management mediated by organizational culture.

## **4. CONCLUSION**

Based on the results of the tests and data analysis carried out and the discussion presented regarding the influence of transformational leadership on virtual team change management mediated by organizational culture, the following conclusions can be drawn:

Transformational leadership does not significantly influence virtual team change management, transformational leadership significantly positively influences organizational culture, organizational culture significantly positively influences virtual team change management, and transformational leadership significantly positively influences virtual team change management through organizational culture.

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