

ABSTRAK

PERAN DUKUNGAN JARINGAN KERJA DAN *OCB* TERHADAP ADAPTASI PERUBAHAN LINGKUNGAN DALAM UPAYA MENINGKATKAN KINERJA TUGAS (Studi Kasus Pada PT. Telekomunikasi Indonesia (Telkom) Area kabupaten Kudus)

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh (1) *Size Open Supportive Network* terhadap timbulnya *Organizational Citizenship Behavior*(2) *Open Supportive Network* terhadap *Task Performance*(3) *Open Supportive Network* terhadap *individual adaptation to change* (4)*Organizational Citizenship Behavior* terhadap *Task Performance* (5) *Organizational Citizenship Behavior Individual Adaptation to Change* Responden dalam penelitian ini karyawan PT. Telekomunikasi Indonesia (Telkom) Area kabupaten Kudus dengan kerja minimal 1 tahun sebanyak 100 responden.

Metode penelitian yang digunakan adalah penelitian *explanatory Research* dengan pendekatan kuantitatif karena menjelaskan hubungan antara variabel-variabel dengan menggunakan kuesioner sebagai alat dalam pengumpulan data untuk mengungkap data *Size Open Supportive Network*, *OCB* terhadap *Task Performance* dan *individual adaptation to change*. Teknik analisis yang digunakan dalam penelitian ini adalah analisis regresi linier.

Hasil dari penelitian ini menunjukkan bahwa *Size Open Supportive Network* berpengaruh positif terhadap *OCB*, *Task Performance*, dan *individual adaptation to change*. *OCB* berhasil memediasi *Size Open Supportive Network* dalam meningkatkan *Task Performance*, dan *individual adaptation to change*.

Kata kunci : *Open Supportive Network*, *OCB* terhadap *Task Performance* dan *individual adaptation to change*

ABSTRACT

THE ROLE OF WORK NETWORK AND OCB SUPPORT ON ADAPTATION OF ENVIRONMENTAL CHANGES IN EFFORTS TO INCREASE TASK PERFORMANCE

(Case Study at PT Telekomunikasi Indonesia (Telkom) Kudus District Area)

This study aims to determine the effect of (1) Size Open Supportive Network on the emergence of Organizational Citizenship Behavior (2) Open Supportive Network to Task Performance (3) Open Supportive Network to individual adaptation to change (4) Organizational Citizenship Behavior to Task Performance (5) Organizational Citizenship Behavior Individual Adaptation to Change Respondents in this study were employees of PT. Telekomunikasi Indonesia (Telkom) Kudus district area with a minimum of 1 year work as many as 100 respondents.

The research method used is explanatory Research with a quantitative approach because it explains the relationship between variables by using a questionnaire as a tool in collecting data to reveal the Data Size Open Supportive Network, OCB to Task Performance and individual adaptation to change. The analysis technique used in this study is linear regression analysis.

The results of this study indicate that the Size Open Supportive Network has a positive effect on OCB, Task Performance, and individual adaptation to change. OCB managed to mediate the Size of the Open Supportive Network in improving Task Performance, and individual adaptation to change.

Keywords: Open Supportive Network, OCB for Task Performance and individual adaptation to change