

ABSTRAK

Pengaruh Transformasi Organisasi Dan Komitmen Terhadap Kinerja Pegawai (Studi Kasus PT Telekomunikasi Indonesia *Fulfillment* dan *Assurance* Sub Divisi Netbro Jakarta)

Penelitian ini dilakukan untuk menganalisis seberapa besar pengaruh transformasi organisasi dan komitmen terhadap kinerja pegawai PT Telekomunikasi Indonesia di *Fulfillment* dan *Assurance* sub divisi Netbro Jakarta. Unit *Fulfillment* dan *Assurance* mempunyai fungsi utama mengaktivasi, *delivery* dan *fault handling* layanan data dan internet. Dalam 4 tahun, unit ini telah mengalami 3 kali transformasi organisasi dari tahun 2010 sampai 2013.

Dalam penelitian ini yang menjadi variabel bebas adalah transformasi organisasi, variabel mediasinya komitmen dan variabel terikatnya kinerja pegawai. Objek penelitian ini pegawai *Fulfillment* dan *Assurance* di kota Jakarta. Data primer penelitian ini diperoleh dengan kuesioner yang disebar kepada 104 responden pegawai *Fulfillment* dan *Assurance*. Data sekunder diperoleh dari berbagai literatur dan dokumen yang berkaitan.

Jenis penelitian ini kausal dengan teknik analisis jalur. Hasil hipotesa (uji t) mengatakan ada pengaruh signifikan transformasi organisasi dan komitmen terhadap kinerja pegawai. Besarnya kontribusi pengaruh transformasi organisasi dan komitmen terhadap kinerja pegawai 37,40%. Dari penelitian ini dapat disimpulkan bahwa transformasi organisasi dapat meningkatkan komitmen dan kinerja pegawai tapi masih belum maksimal dan perlu ditingkatkan lagi.

Kata kunci : Transformasi Organisasi, Komitmen, Kinerja, *Fulfillment*, *Assurance*

ABSTRACT

The influence of organizational transformation and commitment to employee performance

(Case study : PT Telecommunication Indonesian Fulfillment and Assurance Jakarta Netbro Sub Division)

This study was conducted to analyze how much the influence of organization transformation and commitment to employee performance at PT Telecommunication Indonesian in Fulfillment and Assurance sub-division Netbro Jakarta. Fulfillment and Assurance has the main function to activate, deliver and fault handling of data and internet services. In 4 years, from 2010 through 2013 this unit has experienced three times of organization transformation .

In this study, independent variable was organization transformation, mediated variable was employee commitment and the dependent variable was employee performance. The object of this study were employees of Fulfillment and Assurance in Jakarta. The primary data obtained by questionnaires, which distributed to 104 respondents employee at Fulfillment and Assurance. The secondary data were obtained from the literature and related documents.

The type of this research is causal with path analysis techniques. The results of hypothesis (t test) was organization transformation and commitment have significant effect to employee performance. The contribution of the influence of organizational transformation and commitment to employee performance 37.40%. From this study it can be concluded that the transformation of organizations can increase employee commitment and performance.

Keywords: *Organizational Transformation, Commitment, Performance, Fulfillment, Assurance*