ABSTRACT

Influences of Self-Efficacy, Organizational Support Perception, Social Relation at Work Place, Response to Change, and Readiness to Change to Performance of Operational Managers of PDAM (Water Supply Regional Company) in East Java Province.

The aim of this research is to know and to analyse the influences of self efficacy, organizational support perception, social relation at work place, response to change and readiness to change to the performance of the Operational Managers of PDAM in East Java Province in dealing with the organizational change. This research applies SEM (Structural Equation Modelling) as its analytical technique supported by the programs of AMOS of version 19 and SPSS of version 19. The samples in this research are 130 Operational Managers of PDAM in East Java Province by using ‘Census’ as a technique in its sample taking. The data are obtained through questionnaire applying the Likert’s 5-Point Scale. Outputs of this research indicates as follows: Self efficacy has positive influences to the performance, the response to change and the readiness to change. Organizational support perception has positive influence to the performance and to the response to change, but for the readiness to change Operational Managers it does not have any influence to change. Social relation for the Operational Managers has positive influence to the performance, to the response to change and to the readiness to change. The response to change has positive influence to readiness to change and to performance of the Operational Managers; and Readiness to change has no influence to the performance of the Operational Managers. The finding in this research is as follows: Perception of the organizational support will influence the readiness to change if it passes through the response to change. This indicates that the response to change fully mediates the organizational support perception to the readiness to change for the Operational Managers of PDAM in East Java Province.

Key-words: Self efficacy, organizational support perception, social relation at work place, response to change, readiness to change, performance.