

## **ABSTRACT**

*The purpose of this research is to determine how job satisfaction influences the relationship between supervisor support and innovative work behavior. This study uses a quantitative approach. The population and research sample were all employees at Telkomsel Branch Jambi, totaling 59 respondents. Data collection was carried out by distributing questionnaires using a 7 point Likert scale. The statistical analysis used is the Structural Equation Modeling (SEM) technique with Partial Least Square (PLS) as an analysis tool, using the SmartPLS 3 program. Research findings show that supervisor support has a positive and significant effect on innovative work behavior, supervisor support has a positive and significant effect on employee job satisfaction, employee job satisfaction has a positive and significant effect on innovative work behavior, and job satisfaction is unable to mediate the relationship between supervisor support on the innovative work behavior of Telkomsel Branch Jambi employees. So it can be concluded that job satisfaction cannot be a link between supervisor support for innovative work behavior. Increasing job satisfaction alone is not strong enough or does not have a significant influence on innovative work behavior. However, supervisor support directly influences employee innovative work behavior. This means that support from supervisors can increase innovative work behavior without having to increase employee job satisfaction. Direct support from supervisors provides employees with a sense of security and the resources needed to take risks and innovate, which is not always associated with feelings of job satisfaction.*

**Keywords:** *Innovative Work Behavior, Supervisor Support, Job Satisfaction*