ABSTRACT

Analysis on Influence of Organizational Commitment and Job Satisfaction upon Job Performance of the Employees of PT. PLN (Persero) Wilayah VII Sultenggo di Manado

Olivia Syanne Nelwan

The aim of this research is to analyze the influence of three organizational commitment dimensions: affective commitment, continuance commitment, normative commitment. And three job satisfaction dimensions: recognition, compensation, supervision either jointly or individually upon the job performance of the employees of PT. PLN (Persero) Wilayah VII Sultenggo di Manado.

The sample of this research involved 72 employees are respondend, and 19 supervisor are only respondent. Data analysis is executed by using the multiple regressions applying the SPSS program of versions 11.0.

Outputs of the first analysis indicate that the three organizational commitment consisting of affective commitment, continuance commitment, normative commitment variables jointly have the significant influence on the job performance. And individually, the affective commitment variable has positive and significant influence that it is dominant variable, but the continuance commitment and normative commitment variable have no influence upon the job performance.

The second analysis indicate that the three job satisfaction consisting of recognition, compensation, supervision variables jointly have the significant influence on the job performance. And individually, the compensation and recognition variables has positive and significant influence that compensation is dominant variable, but supervision variable have no influence upon the job performance.

Implications for the next research is to add the others variables (e.g., organization climate, commitment oriented work system and leadership behavior in different culture) that no analysis in this research. Based on this research, it is suggested that whoever conducts a further study expand the scope of analysis aspect (e.g. service and manufacture industries) to assess generalization model accurately.

Key Words: Organizational commitment, job satisfaction, job performance.