

ABSTRAKSI

Kepuasan kerja merupakan salah satu aspek yang harus dikelola dan harus menjadi perhatian yang besar oleh organisasi. Tingkat kepuasan kerja pegawai salah satunya menyangkut seberapa besar dukungan organisasi yang diberikan untuk pegawai dalam segi kesejahteraan pegawai dalam lingkup pekerjaan maupun lingkup keluarga. Tingginya pemberian dukungan organisasi maka penerimaan atau persepsi pegawai mengenai dukungan organisasi tersebut juga akan semakin tinggi dan akan meningkatkan kepuasan kerja. Ketidakpuasan dalam bekerja juga dipengaruhi banyak faktor, salah satunya adalah konflik pekerjaan-keluarga yaitu konflik peran antara pekerjaan dan keluarga. Padatnya jadwal dinas luar yang menuntut pegawai meninggalkan keluarga dalam kurun waktu yang cukup lama, dan banyaknya pekerjaan yang harus diselesaikan sesuai *deadline*. Berdasarkan hal tersebut peneliti melihat perlunya meneliti lebih lanjut hubungan antara *perceived organizational support*, *work family conflict* dan kepuasan kerja pada Balai Besar Pengawas Obat dan Makanan di Surabaya.

Tujuan penelitian ini adalah untuk menguji peran *work family conflict* sebagai variabel mediasi antara *perceived organizational support* dan kepuasan kerja pada pegawai Balai Besar POM di Surabaya. Penelitian ini dilakukan pada lembaga pemerintah Balai Besar POM di Surabaya dengan sampel yang digunakan berjumlah 97 pegawai dengan kriteria sudah menikah dan mempunyai anak. Pengujian hipotesis dilakukan dengan menggunakan *Partial Least Square* (PLS).

Hasil penelitian menunjukkan bahwa adanya pengaruh langsung antara *perceived organizational support* dan kepuasan kerja terbukti melalui pengujian sebesar 0.712 dengan t_{hitung} sebesar 7.904 lebih besar dari nilai t_{tabel} sebesar 1.96, ini menunjukkan bahwa terdapat pengaruh positif yang signifikan antara variabel *Perceived Organizational Support* terhadap kepuasan kerja pada pegawai Balai Besar POM di Surabaya. *Perceived Organizational Support* terhadap WFC sebesar -0.323 dengan t_{hitung} sebesar 3.194 lebih besar dari nilai t_{tabel} sebesar 1.96, hal ini menunjukkan bahwa terdapat pengaruh negatif yang signifikan antara variabel *Perceived Organizational Support* terhadap WFC. WFC terhadap kepuasan kerja adalah -0,189 dengan t_{hitung} sebesar 2.252 yang lebih besar dari 1.96, hal ini menunjukkan terdapat pengaruh negatif antara WFC dan kepuasan kerja pegawai Balai Besar POM di Surabaya. *Perceived Organizational Support* terhadap WFC dan WFC terhadap kepuasan kerja (-0.323x-0.189) diperoleh nilai 0.628. Nilai ini lebih kecil dibandingkan dengan nilai koefisien path antara *Perceived Organizational Support* terhadap Kepuasan Kerja yaitu 0.712. Hal ini menunjukkan bahwa WFC akan memediasi sebagian (*partial mediation*) hubungan antara *Perceived Organizational Support* dan kepuasan kerja pegawai Balai Besar POM di Surabaya.

Kata Kunci : *Perceived Organizational Support*, *work family conflict*, kepuasan kerja

ABSTRACT

Job satisfaction is one aspect that must be managed and should be a great concern by the organization. The level of employee satisfaction one of which involves how much support is given to an employee organization in terms of employee welfare within the scope of work and family. The high provision of organizational support the acceptance or employee perceptions about the organization's support will also be higher and will increase job satisfaction. Dissatisfaction in work is also influenced by many factors, one of which is the work-family conflict is the conflict between work and family roles work family conflict and family work conflict. The tight schedule of the service beyond the demands of employees leaving the family in a period of time long enough, and the amount of work that must be completed in accordance deadline. Based on this research see the need to further examine the relationship between perceived organizational support, work family conflict and job satisfaction of the National Agency of Drug and Food Control Regional Office at Surabaya.

The purpose of this study was to examine the role of work family conflict as a mediating variable between perceived organizational support and employee job satisfaction at the National Agency of Drug and Food Control Regional Office at Surabaya. This research was conducted at a government agency at the National Agency of Drug and Food Control Regional Office at Surabaya with sample used as many as 97 employees of the criteria are married and have children. Hypothesis testing is done by using Partial Least Square (PLS).

The results showed that the direct influence of perceived organizational support and job satisfaction is proven through testing by 0.712 with t_{count} 7.904 is greater than t_{table} value of 1.96, this indicates that there is a significant positive influence between the variables of Perceived Organizational Support on job satisfaction in employees at The National Agency of Drug and Food Control Regional Office at Surabaya. Perceived Organizational Support the WFC for t_{count} 3.194 -0.323 with greater than t_{table} value of 1.96, it indicates that there is a significant negative influence between the variables of Perceived Organizational Support the WFC. WFC to job satisfaction was -0.189 with t_{count} 2.252 greater than 1.96, suggesting that there is a negative influence between WFC and employee satisfaction Balai Besar POM in Surabaya. Perceived Organizational Support to the WFC and WFC to job satisfaction (-0.323x-0189) obtained a value of 0.628. This value is smaller than the path coefficient between Perceived Organizational Support on Job Satisfaction, namely 0.712. This shows that the WFC will partial mediation the relationship between Perceived Organizational Support and employee satisfaction Balai Besar POM in Surabaya.

Keyword : *Perceived Organizational Support, work family conflict, job satisfaction*