

## ABSTRAKSI

Komitmen organisasional merupakan suatu hal yang penting karena dapat merefleksikan sejauh mana hubungan yang baik antara karyawan dengan perusahaan dapat terbina. Komitmen organisasional dapat dipengaruhi oleh beberapa faktor. Faktor tersebut antara lain persepsi dukungan organisasi dan kepuasan kerja. Penelitian ini bertujuan untuk menganalisis pengaruh dari persepsi karyawan akan dukungan organisasi dan kepuasan kerja terhadap komitmen organisasional dengan menguji pengaruh langsung dan pengaruh tidak langsung. Sampel penelitian ini adalah karyawan bagian operasional Hotel Weta Surabaya yang berjumlah 60 orang. Data dianalisis dengan menggunakan metode analisis PLS, yang diolah dengan SmartPLS 2.0.

Hasil penelitian menunjukkan bahwa POS berpengaruh signifikan terhadap ketiga dimensi komitmen organisasional: *affective organizational commitment* (nilai 0,514; t-statistik 3,733), *continuance organizational commitment* (nilai 0,518; t-statistik 3,605), dan *normative organizational commitment* (nilai 0,428; t-statistik 2,543) dan kepuasan kerja (nilai 0,582; t-statistik 5,070). Kepuasan kerja sebagai mediator secara signifikan mempengaruhi peningkatan hubungan POS dengan ketiga dimensi komitmen organisasional: *affective organizational commitment* (nilai 0,259; t-statistik 2,910), *continuance organizational commitment* (nilai 0,270; t-statistik 2,842), dan *normative organizational commitment* (nilai 0,304; t-statistik 2,895).

Simpulan dari penelitian ini adalah POS berpengaruh signifikan terhadap *organizational commitment* dan POS berpengaruh signifikan terhadap *organizational commitment* melalui *job satisfaction* karyawan Hotel Weta.

Kata kunci: *Perceived Organizational Support* (POS), *Organizational Commitment*, *Job Satisfaction*.

### **ABSTRACT**

*Organizational commitment is an important thing because it can reflect the extent of the good relationship between the employees and employer can be nurtured. Organizational commitment can be influenced by several factors. These factors include perceptions of organizational support and job satisfaction. This study aims to analyse the influence of employee perception of organizational support and satisfaction to examine the effect of employee commitment directly and indirectly influences. The sample was part of the operational employees Weta's Hotel Surabaya that consisting of 60 people. The relationship between the variables was analysed by using a PLS analysis method with SmartPLS 2.0.*

*The findings indicated that POS had a significant effect on the three dimensions of organizational commitment: affective organizational commitment (value 0,514; t-statistic 3,733), continuance organizational commitment (value 0,518; t-statistic 3,605) , and normative organizational commitment (value 0,428; t-statistic 2,543) and job satisfaction (value 0,582; t-statistic 5,070). Job satisfaction as a mediator significantly affect the increase of relationships between POS with three dimensions of organizational commitment: affective organizational commitment (value 0,259; t-statistic 2,910), continuance organizational commitment (value 0,270; t-statistic 2,842), and normative organizational commitment (value 0,304; t-statistic 2,895).*

*The conclusion of current study are: POS significantly affects on organizational commitment and POS significantly affects organizational commitment through job satisfaction on Weta's Hotel employees.*

*Keywords: Perceived Organizational Support (POS), Organizational Commitment, Job Satisfaction.*