

ABSTRAK

Penelitian ini meneliti pengaruh job satisfaction pada performance dan untuk menyelidiki pengaruh job satisfaction pada performance dengan variabel intervening affective organizational commitment dan continuance organizational commitment di AirAsia Indonesia. Topik ini dipilih karena ingin mengetahui komitmen para flight attendant yang bekerja AirAsia Indonesia sebuah perusahaan maskapai penerbangan yang dikenal menggunakan prinsip Low Cost Carrier (LCC). Penelitian ini menggunakan data kuesioner dari 47 pramugari AirAsia Indonesia. Teknik analisis yang digunakan dalam penelitian ini adalah Partial Least Square (PLS).

Temuan penelitian ini membuktikan bahwa job satisfaction secara signifikan berpengaruh terhadap performance, affective organizational commitment; dan continuance organizational commitment. affective organizational commitment dan continuance organizational commitment berpengaruh terhadap performance namun tak signifikan; affective organizational commitment sebagai variabel intervening menunjukkan pengaruh signifikan antara job satisfaction dengan performance; sedangkan continuance organizational commitment sebagai variabel intervening menunjukkan pengaruh tak signifikan antara job satisfaction ke performance.

Kata kunci: *performance, job satisfaction, affective organizational commitment, continuance organizational commitment, flight attendant, AirAsia Indonesia*

ABSTRACT

This study examines the effect of job satisfaction on performance and to investigate the effect of job satisfaction on the performance of the intervening variable of organizational affective commitment and continuance organizational commitment in Indonesia AirAsia. This topic was chosen because it wanted to know the commitment of a flight attendant who worked AirAsia Indonesia an airline company that is known to use the principle of Low Cost Carrier (LCC). This study used data from 47 questionnaires Indonesia AirAsia stewardess. The analysis technique used in this study is the Partial Least Square (PLS).

The findings of this study proves that job satisfaction significant correlated to performance, affective organizational commitment, and continuance organizational commitment; affective organizational commitment insignificant correlated to performance; continuance organizational commitment insignificant correlated to performance; affective organizational commitment as an intervening variable showed a significant effect between job satisfaction with performance; whereas continuance organizational commitment as an intervening variable showed no significant effect between job satisfaction to performance.

Keyword: performance, job satisfaction, affective organizational commitment, continuance organizational commitment, flight attendant, AirAsia Indonesia