

ABSTRACT

The Roles Of Perceived Organizational Support to Job Satisfaction of employee in Golden Flower Hotel Bandung in order to enhance employee job performance in finishing their task.

This study was aimed to analyze the roles of Perceived Organizational Support on the Job Satisfaction of employee in finishing their job in Golden Flower Hotel Bandung. Furthermore, we want to know how Perceived Organizational Support is also owned by the employees in the Golden Flower Hotel Bandung today and how the level of their Job Satisfaction.

Data obtained from questionnaires completed by employees of the Golden Flower Hotel Bandung and processed using SPSS 13.00. Statistical analysis techniques using simple linear regression was used to find out the role of Perceived Organizational Support to Job Satisfaction of employee in Golden Flower Hotel Bandung.

Results of this study showed that: Perceived Organizational Support plays significant role on Job Satisfaction of employees in Golden Flower Hotel Bandung with the coefficient of determination of 39,5% and 60,5% were caused by other variables not examined in this study. Employees have a positive Perceived Organizational Support for the support provided by the Golden Flower Hotel Bandung toward them, although there are some indicators that need to be improved. Employees quite satisfied at the level of employment and their working environment at the Golden Flower Hotel Bandung.

The design of intervention is more geared to increase the intensity of Perceived Organizational Support on the employee at Golden Flower Hotel Bandung. The intervention program began with a notice to the management of the Golden Flower Hotel Bandung, then the holding of the facilitation program "Our Path" to know the original purpose of the employees working at the Golden Flower Hotel Bandung.

Keywords: Perceived Organizational Support, Job Satisfaction, Golden Flower Hotel Bandung

ABSTRAK

Pengaruh *Perceived Organizational Support* Terhadap Kepuasan Kerja Karyawan Tetap Pelaksana Golden Flower Hotel Bandung. Dalam rangka meningkatkan kinerja karyawan dalam menyelesaikan tugas yang diberikan.

Penelitian ini bertujuan untuk menganalisa pengaruh *perceived organizational support* terhadap Kepuasan Kerja karyawan tetap dalam menjalankan tugas mereka sehari-hari di Golden Flower Hotel Bandung. Selanjutnya ingin diketahui pula bagaimanakah *perceived organizational support* yang dimiliki oleh karyawan tetap di Golden Flower Hotel Bandung saat ini dan apakah bagaimana tingkat kepuasan kerja yang mereka miliki.

Data diperoleh dari kuesioner dan diolah dengan menggunakan SPSS 13.00. Teknik pengolahan data menggunakan regresi linear sederhana untuk melihat berapa besar pengaruh *perceived organizational support* terhadap kepuasan kerja karyawan tetap di Golden Flower Hotel Bandung.

Hasil dari penelitian dapat diketahui bahwa: *perceived organizational support* memiliki pengaruh terhadap kepuasan kerja karyawan tetap di Golden Flower Hotel Bandung dengan nilai koefisien determinasi sebesar 39,5% sedangkan 60,5% lainnya disebabkan oleh variabel lain yang tidak diteliti dalam penelitian ini. Karyawan memiliki *Perceived Organizational Support* yang positif terhadap dukungan yang diberikan oleh Golden Flower Hotel Bandung terhadap mereka, walau ada beberapa indikator yang perlu ditingkatkan. Kepuasan Kerja yang dimiliki oleh karyawan berada pada taraf cukup puas terhadap pekerjaan dan lingkungan kerja mereka di Golden Flower Hotel Bandung.

Rancangan Intervensi yang disusun lebih diarahkan untuk meningkatkan intensitas *perceived organizational support* pada karyawan tetap di Golden Flower Hotel Bandung. Program Intervensi bermula dari pemberitahuan hasil kepada pihak manajemen Golden Flower Hotel Bandung, kemudian diadakannya program fasilitasi "*Our Path*" untuk mengetahui tujuan awal karyawan dalam bekerja di Golden Flower Hotel Bandung.

Kata Kunci: *Perceived Organizational Support, Kepuasan Kerja, Golden Flower Hotel Bandung*