

PENGARUH PERCEIVED ORGANIZATIONAL SUPPORT TERHADAP ORGANIZATIONAL COMMITMENT

Studi mengenai Pengaruh *Perceived Organizational Support* terhadap *Organizational Commitment* dalam Rangka Meningkatkan Performa Kerja
Peneliti Unit Riset dan Pengembangan PT Kimia Farma Tbk.

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TESIS

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ABSTRACT

As a part of the organization, most of researcher in Research and Development (R&D) Unit have been working for a long time in PT Kimia Farma Tbk. Physical and non-physical supports from the organization is needed by the employees in order to achieve organization's objectives.

The purpose of this research is to analyze the influence of perceived organizational support on its basic organizational commitment basic component which are affective commitment, continuance commitment and normative commitment of researchers in Research and Development unit PT Kimia Farma Tbk.

Method that was used in this research is ex post facto. The sample of this study are 32 researchers in Research and Development Unit of PT Kimia Farma Tbk. that are chosen with purposive sampling method. The criterion of the research sample are permanent employees who have been working for at least 2 years. The data were taken using perceived organizational support and organizational commitment questionnaires. The researcher use simple linier regression as the statistical analysis method.

The conclusion of the this research shows that perceived organizational support has a significant influence toward affective commitment and normative commitment. Another findings show there is no influence percieve organizational support toward continuace commitment. Out of three basic component that influence commitment in R&D, perceived organizational support has the most important role in forming affective commitment. It can be said that level of commitment of R&D unit researcher toward PT Kimia Farma Tbk is based on socio-emotional needs fullfiment, depends on R&D unit researchers' interpretations toward support given by PT Kimia Farma Tbk that can achieve welfare and appreciate the contribution the researchers give to organization

The intervention design was constructed to focus on the development of perceived organizational support by improving perception towards organization support in moderate level, especially for those who have low level of perceived organizational support. The intervention program that has been designed consist of socializing the "We Rise by Supporting Others" and "Sharing is Caring" discussion.

Keywords : perceived organizational support, organizational commitment.

ABSTRAK

Sebagai bagian dari organisasi, mayoritas Peneliti Risbang tergolong sudah bertahan lama untuk tetap bekerja di PT Kimia Farma Tbk. Dukungan fisik maupun non-fisik dari organisasi diperlukan bagi karyawan agar dapat mencapai tujuan yang diinginkan organisasi.

Penelitian ini bertujuan untuk menguji pengaruh *perceived organizational support* terhadap 3 (tiga) komponen yang mendasari *organizational commitment* yaitu *affective commitment*, *continuance commitment* dan *normative commitment* pada Peneliti di Unit Riset dan Pengembangan PT Kimia Farma Tbk.

Metode yang digunakan dalam penelitian ini adalah *ex post facto*. Sampel penelitian adalah 32 orang Peneliti di Unit Riset dan Pengembangan PT Kimia Farma Tbk. yang diperoleh dengan teknik *purposive sampling*. Kriteria sampel penelitian adalah karyawan tetap dan sudah bekerja lebih dari 2 (dua) tahun. Pengambilan data menggunakan kuisioner *perceived organizational support* dan *organizational commitment*. Analisis statistik menggunakan regresi linier sederhana.

Penelitian ini menghasilkan suatu kesimpulan bahwa *perceived organizational support* memiliki pengaruh yang signifikan terhadap *affective commitment* dan *normative commitment*. Pada temuan lainnya, *perceived organizational support* tidak memiliki pengaruh terhadap *continuance commitment*. Dari ketiga komponen yang mendasari komitmen pada Peneliti Risbang, *perceived organizational support* memiliki peran yang paling besar terhadap pembentukan *affective commitment*. Hal ini dapat diartikan bahwa dukungan yang diberikan PT Kimia Farma Tbk., memiliki peran terhadap pemenuhan kebutuhan sosio-emosional Peneliti Risbang yang mendasari keputusan mereka untuk bertahan di organisasi.

Rancangan intervensi disusun dengan mengarah pada pengembangan *perceived organizational support* dengan cara meningkatkan pemaknaan terhadap dukungan organisasi yang masih tergolong *moderate*, khususnya pada indikator *perceived organizational support* yang paling rendah. Program intervensi yang dilakukan terdiri dari sosialisasi “*We Rise by Supporting Others*” dan diskusi “*Sharing is Caring*”.

Kata kunci : *perceived organizational support, organizational commitment.*