

Pengaruh faktor retensi terhadap komitmen organisasional: Studi kasus PT. Bank Mandiri (Persero) Tbk. Area Depok, Jawa Barat = The effect of retention factors on organizational commitment: Case study of branch offices PT. Bank Mandiri (Persero) Tbk. in Depok Area, West Java

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh antara faktor-faktor retensi terhadap komitmen organisasional. Faktor-faktor retensi yang diteliti meliputi kompensasi, karakteristik pekerjaan, kesempatan pelatihan dan pengembangan, dukungan atasan, kesempatan berkarier, dan work life policies, sedangkan komitmen organisasional yang diteliti meliputi komitmen afektif, komitmen kontinuans, dan komitmen normative. Data kuantitatif didapat dari 150 responden karyawan PT Bank Mandiri (Persero) Tbk. area Depok, Jawa Barat yang diolah dengan metode regresi linear berganda menggunakan program SPSS 20 for Windows.

Hasil penelitian ini adalah (1) komitmen afektif dipengaruhi oleh kompensasi, kesempatan pelatihan dan pengembangan, dan dukungan atasan; (2) komitmen kotinuans dipengaruhi oleh kompensasi, karakteristik pekerjaan, dan dukungan atasan; (3) komitmen normatif dipengaruhi oleh kompensasi, karakteristik pekerjaan, kesempatan pelatihan dan pengembangan, dan work life policies. Temuan ini dapat menjadi panduan bagi perusahaan yang ingin memperbaiki kebijakan retensinya untuk meningkatkan komitmen organisasional karyawan yang mereka miliki.

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The objective of this research is to analyze the effect of retention factors on organizational commitment. Retention factors examined included compensation, job characteristics, training and development opportunities, supervisor support, career opportunities, and work life policies, and whereas organizational commitment examined included affective commitment, continuance commitment, and normative commitment. Quantitative data obtained from 150 respondents employees of PT Bank Mandiri (Persero) Tbk. in Depok Area, West Java, which is processed by the method of multiple linear regression using SPSS 20 for Windows.

The results of this study were (1) affective commitment is affected by compensation, training and development opportunities, and supervisor support; (2) continuance commitment is affected by compensation, job characteristics, and supervisor support; (3) normative commitment is affected by job characteristics, training and development opportunities, and work life policies. These findings can be guidances for management to improve their retention policy to increase their employees' organizational commitment.