

# Pengaruh leader member exchange, perceived organization support dan motivasi terhadap loyalitas kerja yang dimediasi oleh kepuasan kerja anggota Satuan Reskrim Polresta Depok = Effect of leader member exchange, perceived organization support and motivation on work loyalty of Satreskrim Polresta Depok, educated by work satisfaction of members

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## Abstrak

Penelitian ini dilatarbelakangi oleh keinginan mengefektifkan pencapaian tujuan organisasi. Kunci dari efektifitas pencapaian tujuan tersebut terletak pada SDM organisasi tersebut, yang mana hal ini dapat dilakukan dengan cara meningkatkan loyalitas kinerja anggota tersebut terhadap organisasinya. Beberapa ahli menyatakan loyalitas kinerja dapat ditingkatkan dengan cara membuat anggota yang berkerja tersebut merasakan kepuasan kerja terlebih dahulu. Melihat kepuasan kerja ini dapat diciptakan melalui penciptaan hubungan antara atasan-bawahan yang baik, adanya persepsi yang positif di dalam diri anggota dan mampu memberikan pengaruhnya terhadap peningkatan loyalitas kerja anggota tersebut. Tujuan penelitian ini adalah untuk mengetahui pengaruh dari Leader Member Exchange, Perceived Organization Support dan Motivasi berpengaruh terhadap loyalitas kerja anggota Sat Reskrim Polresta Depok melalui kepuasan kerja anggota sebagai variabel mediasinya. Teori yang digunakan dalam penelitian ini antara lain teori gaya kepemimpinan Leader Member Exchange (Robert C. Liden dan John M. Maslyn (1998)), teori Perceived Organization Support, (Hetty Ismainar,2015 dan Payanma J Simanjuntak,2011). teori motivasi (Maslow), teori kepuasan kerja (Priyono Marnis,2010) dan teori loyalitas kerja (Ahmad,2013). Penelitian ini menggunakan pendekatan kuantitatif dengan sampel sebanyak 90 orang anggota Sat Reskrim Polresta Depok. Teknik pengambilan data menggunakan kuesioner dengan skala likert 1-5 dan teknik analisis data menggunakan alat bantu software SPSS versi 21 dengan tambahan software sobel tes. Hasil penelitian ini menunjukkan Leader Member Exchange, Perceived Organization Support dan Motivasi berpengaruh terhadap loyalitas kerja anggota Sat Reskrim Polresta Depok melalui kepuasan kerja anggota sebagai variabel mediasinya. Berdasarkan hasil analisis penelitian tersebut, dapat disimpulkan semua hipotesis penelitian ini diterima. Saran yang dapat diberikan kepada organisasi Polri adalah apabila ingin meningkatkan kinerja anggota Polri, diharapkan kepuasan kerja anggota dapat ditingkatkan melalui pemberian motivasi, menjaga hubungan baik antara atasan dan bawahan serta memberi dukungan organisasi yang baik kepada anggota yang bertugas tersebut.

.....This research is motivated by the desire to streamline the achievement of organizational goals. The key to the effectiveness of achieving these goals lies in the organization's HR, which can be done by increasing the members' performance loyalty towards the organization. Some experts state that performance loyalty can be improved by making the working members feel job satisfaction first. Seeing job satisfaction can be created through the creation of good relations between superiors and subordinates, there is a positive perception within the member that the organization provides full support for its performance and achievement of these individual needs which are then able to give effect to the increase in members' work loyalty. . The purpose of this study was to determine the effect of the Member Exchange Leader, Perceived

Organization Support and Motivation on the work loyalty of the Depok Police Reskrim member through member job satisfaction as the mediating variable. The theories used in this study include the theory of leadership style of the Member Exchange Leader, the theory of the Perceived Organization Support, motivation theory, job satisfaction theory and work loyalty theory. This study uses a quantitative approach with a sample of 90 members of the Depok Police Reskrim Sat. Data collection techniques using questionnaires with a Likert scale 1-5 and data analysis techniques using SPSS version 21 software tools with additional Sobel test software. The results of this study indicate that the Member Exchange Leader, Perceived Organization Support and Motivation have an effect on the work loyalty of Depok Police Polytechnic Sat members through member job satisfaction as the mediating variable. Based on the results of these studies, it can be concluded that all the research hypotheses were accepted. Suggestions that can be given to Polri organizations are if they want to improve the performance of Polri members, it is expected that member job satisfaction can be increased through giving motivation, maintaining good relations between superiors and subordinates and providing good organizational support to the members in charge.