

Faktor-Faktor Yang Membentuk Komitmen Afektif Organisasi Di Dalam Organisasi Sektor Publik = Factors Shaping Organizational Affective Commitment in The Public Sector Organization

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Abstrak

Komitmen afektif organisasi menjadi salah satu persoalan yang harus dihadapi para pemimpin di dalam organisasi sektor publik. Penelitian menunjukkan adanya faktor-faktor yang bersifat personal maupun situasional yang dapat membentuk komitmen afektif organisasi. Penelitian ini bertujuan menguji hubungan gaya komunikasi pemimpin melalui enam dimensi di dalamnya, yaitu ekspresif, ketepatan, agresi verbal, keingintahuan, emosional dan kesan manipulatif terhadap komitmen afektif organisasi dan kualitas hubungan interpersonal pimpinan-bawahan atau Leader-Member Exchange (LMX), serta bagaimana LMX memediasi hubungan antara gaya komunikasi pemimpin dan komitmen afektif organisasi dalam organisasi sektor publik. Hasil penelitian ini menunjukkan bahwa gaya komunikasi pemimpin pada dimensi ekspresif berhubungan signifikan secara positif terhadap komitmen afektif organisasi, gaya komunikasi pada dimensi ekspresif, ketepatan berhubungan signifikan secara positif terhadap LMX, agresi verbal berhubungan signifikan secara negatif terhadap LMX, dan LMX memediasi hubungan antara gaya komunikasi pemimpin pada dimensi ekspresif, ketepatan, agresi verbal, keingintahuan, emosional dan kesan manipulatif terhadap komitmen afektif organisasi. Perbedaan budaya organisasi di dalam sektor publik menjelaskan kecenderungan komunikasi bawahan terhadap pemimpinnya.

.....Affective organizational commitment became one of the challenges that leaders in public sector organizations had to face. Research indicated the existence of personal and situational factors that could shape affective organizational commitment. This study aimed to examine the relationship between leader communication style through six dimensions, namely expressiveness, accuracy, verbal aggression, curiosity, emotionality, and manipulative impression, with affective organizational commitment and the quality of leader-member interpersonal relationships (LMX). Additionally, it explored how LMX mediated the relationship between leader communication style and affective organizational commitment in public sector organizations. The results of this study showed that the leader's communication style in the expressive dimension was significantly positively related to affective organizational commitment. The communication style in the expressive and accuracy dimensions was significantly positively related to LMX, while verbal aggression was significantly negatively related to LMX. LMX mediated the relationship between the leader's communication style in the expressive, accuracy, verbal aggression, curiosity, emotionality, and manipulative impression dimensions with affective organizational commitment. Differences in organizational culture within the public sector explained subordinates' communication tendencies towards their leaders