

ABSTRACT

Sany Sylviani (01669200032)

“THE EFFECT OF TRANSFORMATIONAL LEADERSHIP, PERCEIVED ORGANIZATIONAL SUPPORT, AND JOB SATISFACTION ON ORGANIZATIONAL COMMITMENT OF STAFF AT XYZ CLINIC”

(xvii + 144 pages; 28 figures; 9 pictures; 5 appendices)

Organizational commitment is an important factor for organizational success in achieving its goals. Having employees with high work commitment is the expected result of the organization due to its significant contribution to the achievement of organizational goals. Understanding the aspects that can increase employee commitment will help management in making policies and decisions to improve its performance. This study aims to analyze the influence of transformational leadership, perceived organizational support, and job satisfaction on organizational commitment. Deductive quantitative methods were used in this study with questionnaires as research instruments. 32 XYZ Clinic employees from three branches located in Jakarta, Medan, and Tangerang were the subjects of this study. Data processing using PLS-SEM with Smart PLS 4.8.5 program. The results of this study show that transformational leadership has a positive effect on job satisfaction, transformational leadership has a positive effect on organizational commitment, perceived organizational support has a positive effect on job satisfaction, perceived organizational support has a positive effect on organizational commitment, job satisfaction has a positive effect on organizational commitment.

Keywords: transformational leadership, job satisfaction, perceived organizational support, commitment organization, Gen Z

References: 74 (1977-2022)

ABSTRAK

Sany Sylviani (01669200032)

“PENGARUH *TRANSFORMATIONAL LEADERSHIP*, *PERCEIVED ORGANIZATIONAL SUPPORT*, DAN *JOB SATISFACTION* TERHADAP *ORGANIZATIONAL COMMITMENT* KARYAWAN DI XYZ CLINIC”

(xvii + 144 halaman; 28 tabel; 9 gambar; 5 lampiran)

Organizational commitment merupakan faktor penting bagi kesuksesan organisasi dalam mencapai tujuan organisasi. Memiliki karyawan dengan komitmen kerja yang tinggi merupakan hasil yang diharapkan organisasi karena kontribusi signifikannya bagi pencapaian tujuan organisasi. Memahami aspek-aspek yang dapat meningkatkan komitmen karyawan, akan membantu manajemen dalam pengambilan kebijakan dan keputusan bagi peningkatan kinerja organisasi. Penelitian ini bertujuan untuk menganalisis pengaruh *transformational leadership*, *perceived organizational support*, dan *job satisfaction* terhadap *organizational commitment*. Metode kuantitatif deduktif digunakan dalam penelitian ini dengan kuesioner sebagai instrumen penelitian. Sejumlah 32 karyawan XYZ Clinic dari tiga cabang klinik yang berlokasi di Jakarta, Medan, dan Tangerang menjadi subjek penelitian ini. Pengolahan data menggunakan analisis PLS-SEM dengan program Smart PLS 4.8.5. Hasil penelitian ini menunjukkan bahwa *transformational leadership* berpengaruh positif terhadap *job satisfaction*, *transformational leadership* berpengaruh positif terhadap *organizational commitment*, *perceived organizational support* berpengaruh positif terhadap *job satisfaction*, *perceived organizational support* berpengaruh positif terhadap *organizational commitment*, *job satisfaction* berpengaruh positif terhadap *organizational commitment*.

Kata kunci: *transformational leadership*, *job satisfaction*, *perceived organizational support*, *commitment organization*, Gen Z

Referensi: 74 (1977-2022)