



## UNIVERSITAS PELITA HARAPAN FAKULTAS EKONOMI DAN BISNIS

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### ABSTRAK

Elbert Kow

#### **PENGARUH ORGANIZATIONAL CULTURE DAN PERCEIVED ORGANIZATIONAL SUPPORT TERHADAP ORGANIZATIONAL COMMITMENT DAN JOB SATISFACTION SERTA DAMPAKNYA PADA EMPLOYEE PERFORMANCE: STUDI PADA TENAGA KESEHATAN RUMAH SAKIT UMUM DAERAH SOE**

Tujuan penelitian ini adalah untuk menguji hubungan antara persepsi karyawan Rumah Sakit Umum Daerah Soe terhadap dukungan dan budaya organisasi, tingkat komitmen organisasi dan kepuasan kerja, dan kinerja mereka di tempat kerja. Penelitian kuantitatif berbasis survei ini melibatkan 180 petugas kesehatan sebagai partisipan. Metode Partial Least Square - Structural Equation Model (PLS-SEM) digunakan untuk analisis data. Pendapat pekerja tentang budaya dan dukungan perusahaan berkisar dari acuh tak acuh hingga setuju, menurut temuan tersebut. Dalam hal budaya organisasi, faktor terpenting adalah reaksi cepat terhadap perubahan (OCU3), sedangkan dalam hal dukungan organisasi, faktor terpenting adalah bantuan selama masa krisis (POS7). Signifikansi pribadi yang besar di perusahaan (OCO5) dan komunikasi di antara rekan kerja (JS7) merupakan indikasi terbesar, sementara komitmen organisasi dan kepuasan kerja cenderung netral atau setuju. Secara keseluruhan, kinerja karyawan baik, dengan pengecualian indikasi EP1, yang berkaitan dengan tugas yang diantisipasi. Berdasarkan statistik inferensial, budaya dan dukungan perusahaan berdampak signifikan terhadap dedikasi dan kepuasan karyawan terhadap pekerjaan, yang pada gilirannya meningkatkan produktivitas. Hasil ini menunjukkan bahwa untuk meningkatkan dedikasi, kepuasan kerja, dan kinerja karyawan, RSUD Soe harus meningkatkan budaya dan dukungan organisasinya.

Ref: 78 (1964 – 2024)

Kata kunci: Budaya Organisasi, Dukungan Organisasi yang Dirasakan, Komitmen Organisasi, Kepuasan Kerja, Kinerja Karyawan, PLS-SEM.



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### ABSTRACT

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***THE INFLUENCE OF ORGANIZATIONAL CULTURE AND PERCEIVED ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION AND ITS IMPACT ON EMPLOYEE PERFORMANCE: A STUDY ON EMPLOYEES OF SOE REGIONAL GENERAL HOSPITAL***

*The purpose of this research is to examine the relationship between Soe Regional Public Hospital employees' perceptions of organizational support and culture, their level of organizational commitment and work satisfaction, and their performance on the job. This survey-based quantitative research included 180 health workers as participants. The Partial Least Square - Structural Equation Model (PLS-SEM) method was used for data analysis. Workers' opinions on company culture and support ranged from indifferent to agreeable, according to the findings. In terms of organizational culture, the most important factor was a rapid reaction to change (OCU3), while in terms of organizational support, the most important factor was help during times of crisis (POS7). Great personal significance in the company (OCO5) and communication amongst colleagues (JS7) were the greatest indications, while organizational commitment and job satisfaction tended to be neutral or agree. Overall, employee performance was good, with the exception of EPI indications, which pertain to anticipated duties. According to inferential statistics, company culture and support significantly impacted employee dedication and contentment on the work, which in turn boosted productivity. These results show that in order to increase employee dedication, contentment with work, and performance, Soe Regional Hospital has to work on its organizational culture and support.*

Ref: 78 (1964 – 2024)

*Keywords: Organizational Culture, Perceived Organizational Support, Organizational Commitment, Job Satisfaction, Employee Performance, PLS-SEM.*