

ABSTRAK

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PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT*, *VOLUNTEER ENGAGEMENT*, DAN *VOLUNTEER MANAGEMENT* TERHADAP *VOLUNTEER JOB SATISFACTION* DAN *INTENTION TO CONTINUE VOLUNTEERING*: STUDI EMPIRIS PADA RELAWAN ORGANISASI KESEHATAN DI SUMBA TIMUR

(xv + 111 halaman; 14 gambar; 27 tabel; 6 lampiran)

Penelitian ini dilakukan dengan tujuan untuk mengetahui pengaruh *perceived organizational support*, *volunteer engagement*, dan *volunteer management* pada *volunteer job satisfaction* dan *intention to continue volunteering*. Penelitian ini menggunakan metode potong lintang dengan kuesioner daring berisi 33 pernyataan dan dilakukan di dua organisasi kesehatan di Sumba Timur dengan melibatkan responden sebanyak 94 relawan organisasi dengan teknik *non-probability, purposive sampling*. Data dianalisis dengan metode *structural equation model* (SEM) dengan basis *partial least square* (PLS) menggunakan perangkat lunak SmartPLS 4. Hasil penelitian menunjukkan bahwa *perceived organizational support* dan *volunteer management* berpengaruh positif terhadap kepuasan kerja relawan, sedangkan *volunteer engagement* tidak menunjukkan pengaruh positif. *Intention to continue volunteering* dipengaruhi secara langsung oleh *perceived organizational support* tetapi tidak dengan *volunteer engagement* dan *volunteer management*. Penelitian ini juga menunjukkan *volunteer job satisfaction* memediasi hubungan antara *perceived organizational support* dan *volunteer management* terhadap *intention to continue volunteering*, namun tidak memediasi hubungan antara *volunteer engagement* terhadap *intention to continue*. Temuan dari penelitian ini menegaskan kepentingan dan pengaruh dari dukungan organisasi dan pengelolaan relawan yang efektif dalam meningkatkan intensi melanjutkan melalui kepuasan kerja pada relawan organisasi kesehatan di Sumba Timur.

Referensi : 101 (1970 – 2025)

Kata Kunci : *perceived organizational support*, *volunteer engagement*, *volunteer management*, *volunteer job satisfaction*, *intention to continue volunteering*

ABSTRACT

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THE RELATIONSHIP BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT, VOLUNTEER ENGAGEMENT, AND VOLUNTEER MANAGEMENT TO VOLUNTEER JOB SATISFACTION AND INTENTION TO CONTINUE VOLUNTEERING: EMPIRICAL STUDY AMONG VOLUNTEERS OF HEALTHCARE ORGANIZATIONS IN EAST SUMBA

(xiii + 111 pages; 14 figures; 27 tables; 6 appendices)

This study was conducted with aims to examine the influence of perceived organizational support, volunteer engagement, and volunteer management on volunteer job satisfaction and the intention to continue volunteering. A cross-sectional method was employed using an online questionnaire consisting of 33 statements, conducted in two healthcare organizations in East Sumba, involving 94 volunteer respondents selected through non-probability, purposive sampling. Data were analyzed using the structural equation modeling (SEM) method based on partial least squares (PLS) statistical method with SmartPLS 4 software. The results showed that perceived organizational support and volunteer management had a positive influence on volunteer job satisfaction, whereas volunteer engagement did not show a positive and significant effect. Intention to continue volunteering was directly influenced by perceived organizational support, but not by volunteer engagement and volunteer management. The study also exhibited that volunteer job satisfaction mediated the relationship between perceived organizational support and volunteer management with intention to continue volunteering, but did not mediate the relationship between volunteer engagement and volunteers' intention to continue. These findings highlight the importance and impact of organizational support and effective volunteer management in enhancing volunteers' intention to continue through job satisfaction among volunteers in healthcare organizations in East Sumba.

References : 101 (1970 – 2025)

Keywords : perceived organizational support, volunteer engagement, volunteer management, volunteer job satisfaction, intention to continue volunteering