

## ABSTRAK

### PERAN *ORGANIZATIONAL COMMITMENT* SEBAGAI MEDIATOR ANTARA *ORGANIZATIONAL CHARACTERISTICS* DAN *INDIVIDUAL WORK PERFORMANCE* PADA INDUSTRI BIDANG JASA KEPELABUHANAN

Penelitian ini bertujuan untuk melihat pengaruh dari anteseden-anteseden sebagai prediktor komitmen organisasi dan hubungannya dengan kinerja individual pada karyawan Pelindo IV Unit Kerja Kantor Pusat Makassar. Total sampel dari penelitian ini sejumlah 150 orang karyawan yang berasal dari biro, direktorat dan satuan berbeda dengan data demografis yang bervariasi.

Berdasarkan pengujian ketujuh anteseden (IV) terhadap komitmen organisasi (DV) menggunakan teknik analisis *causal step* berupa analisis regresi sederhana maupun jamak ditemukan bahwa secara simultan ketujuh anteseden berpengaruh secara signifikan dan positif terhadap komitmen organisasi dengan kontribusi sebesar 31.8% ( $R^2=0.318$ ;  $p<0.05$ ). Lalu secara berturut-turut masing-masing anteseden memberikan kontribusi terhadap komitmen organisasi sebagai berikut: *relationships* sebesar 38.1% ( $R^2 = 0.381$ ;  $p<0.05$ ), *purposes* sebesar 33% ( $R^2 = 0.330$ ;  $p<0.05$ ), *rewards* sebesar 27% ( $R^2 = 0.270$ ;  $p<0.05$ ), *attitude towards change* sebesar 21% ( $R^2 = 0.210$ ;  $p<0.05$ ), *helpful mechanisms* sebesar 19.9% ( $R^2 = 0.199$ ;  $p<0.05$ ), *leadership* sebesar 17.8% ( $R^2 = 0.178$ ;  $p<0.05$ ), dan *structure* sebesar (16%) ( $R^2 = 0.160$ ;  $p<0.05$ ).

Kemudian hasil analisis *causal step* turut membuktikan bahwa komitmen organisasi terbukti berpengaruh secara signifikan dan positif terhadap kinerja individual pada karyawan dengan kontribusi sebesar 59.2% ( $R^2 = 0.592$ ;  $p<0.05$ ). Lebih lanjut, hasil uji *Sobel test* menunjukkan bahwa komitmen organisasi merupakan variabel penghubung yang bersifat penuh antara ketujuh anteseden terhadap kinerja individual ( $z\text{-value}=6.759$ ;  $p\text{-value} < 0.05$ ).

**Kata kunci:** komitmen organisasi, kinerja individual, anteseden karakteristik organisasi, diagnosis organisasi.

## ABSTRACT

### THE ROLE OF ORGANIZATIONAL COMMITMENT AS MEDIATOR BETWEEN ORGANIZATIONAL CHARACTERISTICS AND INDIVIDUAL WORK PERFORMANCE IN PORT SERVICE INDUSTRY

Purpose of this study is to examine the effects of antecedents as predictor of organizational commitment and its relation towards individual work performance in INAPORT 4 Work Unit Makassar Head Office employees. Total sample of this research is 150 employees from different department with various demographic backgrounds.

Seven antecedents (IV) towards organizational commitment (DV) were tested by causal step analysis, which consist single and multiple regression analysis and shows that these seven antecedents had positive significant effect simultaneously with 31.8% contribution toward organizational commitment and each antecedent contribution explained as *relationships* contribute 38.1% ( $R^2 = 0.381$ ;  $p < 0.05$ ), *purposes* contribute 33% ( $R^2 = 0.330$ ;  $p < 0.05$ ), *rewards* contribute 27% ( $R^2 = 0.270$ ;  $p < 0.05$ ), *attitude towards change* contribute 21% ( $R^2 = 0.210$ ;  $p < 0.05$ ), *helpful mechanisms* contribute 19.9% ( $R^2 = 0.199$ ;  $p < 0.05$ ), *leadership* contribute 17.8% ( $R^2 = 0.178$ ;  $p < 0.05$ ), dan *structure* contribute (16%) ( $R^2 = 0.160$ ;  $p < 0.05$ ).

Causal step analysis also reported that organizational commitment had positively significant effect toward individual work performance with 59.2% contribution ( $R^2 = 0.592$ ;  $p < 0.05$ ). Sobel test analysis showed organizational commitment as fully moderating variable between its antecedents and individual work performance ( $z$ -value= 6.759;  $p$ -value < 0.05).

**Keywords:** organizational commitment, individual work performance, anteseden organizational characteristics, organizational diagnosis.