

**Komitmen, Kepuasan Kerja, *Organizational Citizenship Behavior*
dan Kinerja Pegawai Kontrak**

by

I Ketut Widiastira ⁽¹⁾
Gede Sri Darma ⁽²⁾

Undiknas Graduate School
Jl. Waturenggong No. 164, Denpasar, Bali

sastra.diaz@yahoo.com ⁽¹⁾
sridarma@undiknas.ac.id ⁽²⁾

ABSTRACT

In order to conduct the clean and good governance for excellent public services, they have to support with quality and profesionalism of human resources, responsibility, fair, honest, have a commitment, work satisfaction and loyalty. The purposes this research to examine and analyze the influence of Commitment, work satisfaction, organizational citizenship behaviour (OCB) to contract workers performances.

To examine the problem statements, spread the questionnaires to 133 employes at Dinas Pendapatan Bali Province. The data collected will analyze using structural equation modelling (SEM). The results are fullfill GoodnessofFitIndexCriteria):Chi-square (c^2) = 107,246, Relatitive Chi-square (c^2/df) = 1,192, Probability = 0,104, RMSEA=0,039, GFI = 0,911, AGFI=0,866, TLI=0,981, CFI=0,986.

The structural equation perform with the regression weight have 4 positives influence and significance variables, there are committment to Organizational Citizenship Behavior (OCB), work satisfaction to Organizational Citizenship Behavior (OCB), work satisfaction to contract workers performances, and organizational Citizenship Behavior (OCB) to contract workers perfomances. Just one variable have negative value and significance, it is commitment to contract workers performance. It's mean the committment is not affected directly to contract workers performances, but through with Organizational Citizenship Behavior (OCB). In other word, Organizational Citizenship Behavior (OCB) as intervening variable between committmentandcontract workers performance.

Theresearch contributions are measurement of employee performance at Dinas Pendapatan Bali Province are very important to do and the management give achievements for employee performance in obejectives and professional. This research also known the committment, work satisfaction and Organizational Citizenship Behavior (OCB) variables have influences to employees performance. Cause of that, three variables must to continued implementation to achieved optimized and maximized value of employee performances and inline with management vision and purposess at Dinas Pendapatan Bali Province.

Keyword : committment, work satisfaction, *Organizational Citizenship Behavior* (OCB), contract worker performances.

DAFTAR PUSTAKA

- Adnyana, R., and Darma, G.S. (2015). Strategi Marketing Mix, Yield Management, Customer Satisfaction and Occupancy Rate, *Jurnal Manajemen & Bisnis*, **12** (1): 92-115.
- Darma, G.S. (2005). Teknologi Informasi, Kepuasan User, Kinerja User dan Kinerja Hotel di Bali, *Jurnal Ekonomi & Bisnis*, **17** (2): 93-102.
- Darma, G.S. (2005). Managing Information to Greater Efficiency and Profit, *Jurnal Ekonomi & Bisnis*, **17** (1): 1-10.
- Darma, G.S. (2005). *Konsultasi Praktis Marketing Strategy*. Denpasar: Undiknas Press.
- Darwish, A.Y. (2000). *Organizational Commitment and Job Satisfaction as Predictors of Attitudes Toward Organizational Change in a Non-Western Setting*, *Personnel Review*, **29** (5): 567 – 592.
- Darwito. (2008). *Analisis Pengaruh Gaya Kepemimpinan Terhadap Kepuasan Kerja Dan Komitmen Organisasi Untuk Meningkatkan Kinerja Karyawan (Studi Pada RSUD Kota Semarang)*, Tesis, Program Studi Magister Manajemen Program Pasca Sarjana, Universitas Diponegoro, Semarang.
- Ferdinand, A.T. (2014). *Structural Equation Modelling dalam Penelitian Manajemen*, Edisi 5. Semarang: Badan Penerbit Universitas Diponegoro.
- Garay, H.D.V. (2006). Kinerja Extra-Role dan Kebijakan Kompensasi, *SINERGI, Kajian Bisnis Dan Manajemen*, **8** (1): 33-42.
- Kelana, L. (2009). Pengaruh Kepuasan Kerja dan Komitmen Organisasi Terhadap Organizational Citizenship Behavior (OCB). *Sinergi, Kajian Bisnis dan Manajemen*. **11** (1): 59-75.
- Kreitner, R., and Kinicki, A. (2005). *Perilaku Organisasi (Organizational Behavior)*, Buku 1 edisi 5. Jakarta: Salemba Empat.
- Kuntjoro, Z.S. (2009). *Komitmen Organisasi, Education Policy Analysis Archives*, (Online). (http://www.e-psikologi.com/epsi/industri_detail.asp?id=558). (19 Oktober 2012).
- Kusumati, R. (2008). *Analisis Pengaruh Budaya Organisasi Dan Gaya Kepemimpinan Terhadap Kepuasan Kerja Untuk Meningkatkan Kinerja Karyawan (Studi Kasus Pada Rs Roemani Semarang)*, Tesis, Program Pasca Sarjana, Universitas Diponegoro, Semarang.
- Mangkunegara, A.P. (2009). *Evaluasi Kinerja SDM*. Bandung: PT. Refika Aditama.

- Mathieu, J.E. and Zajac, D.M. (1990). A review and Meta Analysis of The Antecedents, Correlates, Consequences of Organizational Commitment, *Psychological Bulletin*, **108**.
- McNeese, D. (1996). Increasing Employee Productivity, Job Satisfaction, and Organizational Commitment, *Hospital and Health Services Administration*, **41** (2): 160-175.
- Mohammad, J., Habib, F.Q., and Alias, M.A. (2011). Job Satisfaction and Organisational Citizenship Behaviour: An Empirical Study at Higher Learning Institutions, *Asian Academy of Management Journal*, **16** (2): 149–165.
- Murphy, G. (2002). Job Satisfaction and Organizational Citizenship Behaviour: A study of Australian Human-Service Professionals, *Journal of Managerial Psychology*, **17** (4): 287-297.
- Nyhan, R.C. (1999). *Increasing Affective Organizational Commitment in Public Or Review of Public Personnel Administration Competency Management*, A Practitioner's Guide, Specialist Management Resource.
- Purba, E., and Seniati. (2004). Pengaruh Kepribadian dan Komitmen Organisasi terhadap OCB. *Jurnal Ilmu Pendidikan*, **8** (3).
- Permanasari, I.A.S., and Darma, G.S. (2013). Pengaruh Penggunaan Internet Banking Terhadap Rasa Aman, Rasa Percaya Dan Loyalitas Nasabah Dalam Meningkatkan Saldo Bank, *Jurnal Manajemen dan Bisnis*, **10** (1): 186-204.
- Rahmi, B.M. (2013). *Pengaruh Kepemimpinan Transformasional Terhadap Organizational Citizenship Behavior Dan Komitmen Organisasional Dengan Mediasi Kepuasan Kerja (Studi Pada Guru Tetap SMA Negeri Di Kabupaten Lombok Timur)*, Tesis, Program Pascasarjana Universitas Udayana, Denpasar.
- Riduwan. (2009). *Metode dan Teknik Menyusun Tesis*. Bandung: Alfabeta.
- Rivai, V. (2005). *Manajemen Sumber Daya Manusia Untuk Perusahaan: Dari Teori Ke Praktek*, Edisi pertama. Jakarta: PT.Raja Grafindo Persada.
- Robbins, S.P. (2003). *Prinsip-Prinsip Perilaku Organisasi*. Jakarta: Erlangga.
- Robbins, S.P., and Judge. (2008). *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Sopiah. (2008). *Perilaku Organisasional*. Yogyakarta: C.V Andi Offset.
- Sulaiman, A.M.T. (2002). Is It Really A Mediating Construct ? The Mediating Role Of Organizational Commitment In Work Climate- Performance Relationship, *Journal of Management Development*, **21** (3): 170-183.
- Supartha, J. (2013). Pengaruh Moral Karyawan dan Komitmen Organisasional terhadap Organizational Citizenship Behavior dan Kinerja individual Karyawan (Studi Kasus

di Rama Beach Resort & Villas), *E-Jurnal Ekonomi dan Bisnis, Universitas Udayana*, **2** (11): 43-45.

Umar, H. (2007). *Metode Penelitian Untuk Skripsi Dan Tesis Bisnis*. Jakarta: PT. Raja Grafindo Persada.

Wahyuningsih. (2009). Pengaruh Komitmen Organisasi terhadap Organizational Citizenship Behavior Karyawan Rumah Sakit PKU Muhammadiyah, *Jurnal Ilmu Pendidikan*.