

RINGKASAN

DIMAS KUNCORO ARBI. Program Studi Magister Manajemen, Universitas Jenderal Soedirman, Pengaruh Kompetensi, Pendidikan dan Pelatihan, Lingkungan Kerja dan Iklim Organisasi Terhadap Kinerja Karyawan Dengan Komitmen Organisasi Sebagai Variabel Intervening (Studi Pada Bank Sinarmas Area Purwokerto), Komisi Pembimbing, Ketua: Prof.Dr.Suliyanto, SE., MM., Anggota: Dr. Wita Ramadhanti, S.E., M.S.A.

Realisasi kredit di bank Sinarmas Area Purwokerto pada tahun 2016 lebih rendah dari target, sangat fluktuatif setiap bulannya dan trendnya cenderung menurun. Fakta ini menunjukkan kurangnya kinerja tenaga penjualan kredit pada bank Sinarmas area Purwokerto. Banyak faktor yang dapat mempengaruhi kinerja seorang pegawai, seperti kompetensi, pendidikan dan pelatihan, lingkungan kerja, iklim organisasi dan komitmen organisasi. Oleh karena itu, peneliti melakukan penelitian tentang pengaruh kompetensi kerja, pendidikan dan pelatihan, lingkungan kerja dan iklim organisasi terhadap kinerja karyawan dengan komitmen organisasi yang diproksi dengan komitmen afektif sebagai variabel intervening.

Penelitian ini bertujuan untuk menganalisis pengaruh: 1) kompetensi kerja terhadap komitmen organisasi (afektif) dan kinerja karyawan, 2) pendidikan dan pelatihan terhadap komitmen organisasi (afektif) dan kinerja karyawan, 3) lingkungan kerja terhadap komitmen organisasi (afektif) dan kinerja karyawan, 4) iklim organisasi terhadap komitmen organisasi (afektif) dan kinerja karyawan, 5) komitmen organisasi (afektif) terhadap kinerja karyawan, 6) Mediasi komitmen organisasi (afektif) pada pengaruh kompetensi, pendidikan dan pelatihan, lingkungan kerja dan iklim organisasi terhadap kinerja karyawan. Data yang digunakan adalah data primer yang diperoleh dari kuisioner yang dibagikan kepada 108 responden yaitu karyawan penjualan bank Sinarmas Area Purwokerto. Data hasil penelitian kemudian dianalisis menggunakan *Structural Equation Modelling* (SEM).

Hasil penelitian menunjukkan bahwa: 1) kompetensi kerja tidak berpengaruh terhadap komitmen organisasi (afektif) namun berpengaruh positif terhadap kinerja karyawan, 2) pendidikan dan pelatihan berpengaruh positif terhadap komitmen organisasi (afektif) dan kinerja karyawan, 3) lingkungan kerja tidak berpengaruh terhadap komitmen organisasi (afektif) dan kinerja karyawan, 4) iklim organisasi berpengaruh positif (afektif) terhadap komitmen organisasi dan kinerja karyawan, 5) komitmen organisasi berpengaruh positif (afektif) terhadap kinerja karyawan, 6) komitmen organisasi memediasi pengaruh pendidikan dan pelatihan serta iklim organisasi (afektif) terhadap kinerja karyawan. 7) komitmen organisasi (afektif) tidak memediasi pengaruh kompetensi dan lingkungan terhadap kinerja karyawan

Kata Kunci: Kompetensi, Pendidikan dan Pelatihan, Lingkungan Kerja dan Iklim Organisasi Terhadap Kinerja Karyawan.

SUMMARY

DIMAS KUNCORO ARBI. *Management program Magister Soedirman University. The effect of Competence, Education and Training, Job Environment, Organizational Climate to Employee Performance using Organizational Commitment as Intervening Variable (Study at Sinarmas Bank in the Purwokerto Area). Board of Supervisors, Head: Prof. Dr. Suliyanto, S.E. MM., Member: Dr. Wita Ramadhanti, S.E., M.S.A.*

Credit realization at Sinarmas Bank of Purwokerto Area on 2016 lower than the target, very fluctuative every months and the trend was decrease. This fact shown that the credit marketing employee performance at Sinarmas Bank of Purwokerto Area were unstable. Many factors could have influenced employee performance, such as competence, education and training, job environment, organizational climate, and organizational commitment it was affective commitment. Hence, the author doing research about affecting competence, education and training, job environment and organizational climate to marketing employee performance with organizational commitment as intervening variable

The purpose of research is to analyze the effect of: 1) competence to organizational commitment (affective) and employee performance, 2) education and training to organizational commitment (affective) and employee performance, 3) job environment to organizational commitment and employee performance, 4) organizational climate to organizational commitment (affective) and employee performance, 5) organizational commitment (affective) to employee performance, 6) Mediating role of organizational commitment (affective) on the affect of competence, education and training, job environment and organization climate to employee performance. Primary data was taken using questioner to 108 Sinarmas Bank of Purwokerto Area employees as response. Data then analized by Structural Equation Modelling (SEM).

The result of research shown that: 1) competence have no affect to organizational commitment (affective) but positively affects employee performance, 2) education and training positively affects to organizational commitment (affective) and employee performance, 3) job environment do not have affects on organizational commitment (affective) and employee performance, 4) organizational climate have positive effect on organizational commitment (affective) and employee performance, 5) organizational commitment positively effects on employee performance, 6) organizational commitment (affective) mediating the affects of education and training, organizational climate on employee performance. 7) organizational commitment (affective) does not mediating the affects of education and training, organizational climate on employee performance.

Key Words: Competence, Education and Training, Job Environment, Organization Climate, Organizational Commitment (affective), Employee Performance