

RINGKASAN

Penelitian ini berjudul “ Peran Komitmen Organisasi Sebagai Variabel Mediasi Pada Pengaruh *Perceived Organizational Support* dan Kepuasan Kerja Terhadap Kinerja Karyawan (Studi Pada Karyawwan Surya Yudha Hotel Banjarnegara) “. Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh *perceived organizational support* dan kepuasan kerja terhadap kinerja karyawan dengan komitmen organisasi sebagai variabel mediasi. Metode penelitian yang digunakan adalah survey dengan teknik pengambilan sampel *proportionate stratified random sampling*. Populasi dalam penelitian ini adalah Karyawan Surya Yudha Hotel Banjarnegara, dengan sampel sebanyak 58 responden. Berdasarkan hasil penelitian dan analisis data menggunakan *Partial Least Square* (PLS) menunjukkan bahwa: (1) *Perceived organizational support* berpengaruh positif dan signifikan terhadap komitmen organisasi di Surya Yudha Hotel Banjarnegara (2) Kepuasan kerja berpengaruh positif dan signifikan terhadap komitmen organisasi di Surya Yudha Hotel Banjarnegara (3) Komitmen organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan di Surya Yudha Hotel Banjarnegara (4) *Perceived organizational support* berpengaruh positif dan signifikan terhadap kinerja karyawan di Surya Yudha Hotel Banjarnegara (5) Kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan di Surya Yudha Hotel Banjarnegara (6) Komitmen organisasi memediasi secara parsial pengaruh *perceived organizational support* terhadap kinerja karyawan di Surya Yudha Hotel Banjarnegara (7) Komitmen organisasi memediasi secara parsial pengaruh kepuasan kerja terhadap kinerja karyawan di Surya Yudha Hotel Banjarnegara.

Implikasi dari penelitian ini adalah untuk terus meningkatkan kinerja para karyawannya, pihak manajemen Surya Yudha Hotel Banjarnegara perlu memperhatikan berbagai kebijakan khususnya yang terkait dengan upaya peningkatan *perceived organizational support*, kepuasan kerja dan komitmen organisasi.

Kata kunci: *Perceived Organizational Support*, Kepuasan Kerja, Komitmen Organisasi, Kinerja Karyawan.

SUMMARY

The research titled “ The Role of Organizational Commitment as Mediator Variabel on Influence of Perceived Organizational Support and Job Satisfaction on Job Performance (Study at The Employees of Surya Yudha Hotel Banjarnegara)”. This study aims to identify and analyze the effects of perceived organizational support and job satisfaction on job performance with organizational commitment as a mediator variable. The research method used was survey with proportionate stratified random sampling technique. The population in this study were Employees of Surya Yudha Hotel Banjarnegara with a sample of 58 respondents. Based on the results of the study and data analysis using Partial Least Square (PLS) show that (1) Perceived organizational support has positive effect and significance on organizational commitment at Surya Yudha Hotel Banjarnegara (2) Job satisfaction has positive effect and significance on organizational commitment at Surya Yudha Hotel Banjarnegara (3) Organizational commitment has positive effect and significance on job performance at Surya Yudha Hotel Banjarnegara (4) Perceived organizational support has positive effect and significance on on job performance at Surya Yudha Hotel Banjarnegara (5) Job satisfaction has positive effect and significance on on job performance at Surya Yudha Hotel Banjarnegara (6) Organizational commitment mediate partially the effect of perceived organizational support on job performance at Surya Yudha Hotel Banjarnegara (7) Organizational commitment mediate partially the effect of job satisfaction on job performance at Surya Yudha Hotel Banjarnegara.

The implication of this research is to continuously improve the performance of its employees, the management of Surya Yudha Hotel Banjarnegara need to pay attention various policies especially related with efforts to increase perceived organizational support, job satisfaction and organizational commitment.

Key word: Perceived Organizational Support, Job Satisfaction, Organizational Commitment, Job Performance.