

SUMMARY

This research is a quantitative research using survey method by giving questionnaire to the employees of KPP Pratama Purwokerto.. The title of this research is “The Effect of Employee Silence Dimensions to Affective Commitment (Study on Employees of KPP Pratama Purwokerto)”.

This reasearch aims to find out the effect of dimensions of employee silence (in Bahasa silence means *diam, kesunyian, kebisuan, kebungkaman, or keheningan*) that include Acquiescent Silence, Defensive Silence, Diffident Silence, and Deviant Silence on Affective Commitment. The research population is employees currently working for KPP Pratama Purwokerto. There were 54 employees chosen as respondents of the research. Purposive Sampling Method is used in the determination of sample of this research.

Based on result of the research and data analysis using Multiple Regression Analysis, it was revealed that : (1) Acquiescent Silence does not have significant effect on Affective Commitment, (2) Defensive Silence has significantly negative effect on Affective Commitment, (3) Diffident Silence does not have significant effect on Affective Commitment, and (4) Deviant Silence has significantly negative effect on Affective Commitment.

As implications of the conclusion are it will be good for employees of KPP Pratama Purwokerto to maintain their loyalty and willingness to share opinions or feedbacks as forms of participation in order to construct a firm and complete organization. Within the process of constructing shall the employees possess positivity and healthy competition among them in order to strengthen the kinship values as organizational fellow members.

Keywords: Employee silence, acquiescent silence, defensive silence, diffident silence, deviant silence, affective commitment.

RINGKASAN

Penelitian ini merupakan penelitian survei pada karyawan KPP Pratama (Kantor Pelayanan Pajak) cabang Purwokerto. Penelitian ini mengambil judul: "The Effect of Employee Silence Dimensions to Affective Commitment". Tujuan penelitian ini adalah untuk mengetahui pengaruh dimensi-dimensi Employee Silence (dalam Bahasa Indonesia silence berarti diam, kesunyian, kebisuan, kebungkaman, atau keheningan) terhadap komitmen afektif karyawan. Populasi dalam penelitian ini adalah karyawan KPP Pratama (Kantor Pelayanan Pajak) cabang Purwokerto. Jumlah responden yang diambil dalam penelitian ini adalah 54 responden, kemudian metode purposive sampling digunakan sebagai sarana menjangkau responden yang sesuai dengan penelitian ini.

Berdasarkan hasil penelitian dan data analisis menggunakan Analisis Regresi Berganda menunjukkan bahwa: (1) Acquiescent Silence tidak memiliki pengaruh secara signifikan terhadap Affective Commitment, (2) Defensive Silence berpengaruh negatif terhadap Affective Commitment, (3) Diffident Silence tidak memiliki pengaruh secara signifikan terhadap Affective Commitment, serta (4) Deviant Silence berpengaruh negatif terhadap Affective Commitment.

Implikasi dari kesimpulan di atas yaitu ada baiknya karyawan KPP Pratama Purwokerto mempertahankan sikap setia dan kemauan untuk berbagi opini atau masukan terhadap organisasi sebagai bentuk partisipasi guna membangun organisasi yang utuh dan kokoh. Dalam prosesnya, dibutuhkan adanya semangat positif dan kompetisi yang sehat diantara para karyawan guna memperkuat nilai-nilai kekeluargaan sebagai sesama anggota organisasi.

Kata kunci: *Employee silence, acquiescent silence, defensive silence, diffident silence, deviant silence, affective commitment.*