

ABSTRACT

The objective of this research was to study the role of intrinsic and extrinsic job satisfaction to the employee's commitment at Indonesian Railway Transportation Company. The specific goal to be sought is to see the differences of the role of intrinsic and extrinsic job satisfaction to the employees' commitment.

Two hundred and ten employees of Indonesian Railway Transportation Company participated in this study. They were given three kinds of questionnaire scales: extrinsic job satisfaction scale, intrinsic job satisfaction scale, and organization commitment scale.

Regression analysis techniques resulted in the following conclusions: extrinsic job satisfaction has role in the developing employee's commitment ($R = 0,804$; $p = 0,000$). The determination coefficient (R^2) was 0,647 (64,70%), it means that the independent variables (intrinsic and extrinsic) can explain the dependent variable (commitment). Predictor contribution score resulted in the following conclusions: extrinsic job satisfaction has more contribution to the developmental of the employee's organization commitment ($SE\% = 39,540\%$) than intrinsic job satisfaction ($SE\% = 25,129\%$). Reduction regression analysis of the intrinsic job satisfaction aspects that have role to the developmental of employee's commitment are: achievement ($r = 0,427$; $p = 0,000$); activity ($r = 0,313$; $p = 0,000$); creativity ($r = 0,313$; $p = 0,000$); social service ($r = 0,283$; $p = 0,000$); and recognition ($r = 0,341$; $p = 0,000$). Furthermore, extrinsic job satisfaction aspects that have role to the developing employee's commitment are: relationship with partner ($r = 0,484$; $p = 0,000$); working condition ($r = 0,632$; $p = 0,000$); authority ($r = 0,519$; $p = 0,000$); safety ($r = 0,579$; $p = 0,000$); and leadership technical ability ($r = 0,514$; $p = 0,000$). Simultaneous regression analysis resulted in the following conclusions: regression coefficient line of the intrinsic job satisfaction can predict normative commitment ($b = 0,006154$; $uji\ t = 2,407$; $p = 0,039$), and extrinsic job satisfaction can predict of the normative commitment ($b = 0,231778$; $t = 11,405$; $p = 0,000$); continuance commitment ($b = 0,215320$; $t = 10,752$; $p = 0,000$); and affective commitment ($b = 0,193573$; $t = 10,053$; $p = 0,000$).

Key words: extrinsic and intrinsic job satisfaction, organizational commitment (normative, continuance, and affective).

INTISARI

Penelitian ini dilakukan untuk menelaah peran kepuasan kerja intrinsik dan ekstrinsik pada komitmen karyawan di P.T Kereta Api Indonesia (Persero). Tujuan khususnya adalah: melihat perbedaan peran kepuasan kerja ekstrinsik dan intrinsik pada komitmen karyawan.

Duaratus sepuluh karyawan dari P.T Kereta Api Indonesia (Persero) dilibatkan dalam penelitian ini. Para subjek penelitian diberikan tiga macam skala angket, yaitu: skala kepuasan kerja intrinsik, skala kepuasan kerja ekstrinsik, dan skala komitmen organisasi.

Berdasarkan analisis regresi didapatkan hasil dengan kesimpulan sebagai berikut: Kepuasan kerja ekstrinsik dan intrinsik berperan pada perkembangan komitmen karyawan ($R = 0,804$; tingkat signifikansi $p = 0,000$). Koefisien determinasi (R^2) sebesar $0,647$ ($64,70\%$), hal ini menunjukkan variabel bebas yang digunakan (Intrinsik dan Ekstrinsik) menerangkan dengan cukup baik variabel terikatnya (komitmen). Bobot sumbangan prediktor yang diperoleh menunjukkan kepuasan kerja ekstrinsik lebih berperan pada perkembangan komitmen karyawan ($SE\% = 39,540\%$) dibandingkan kepuasan kerja intrinsik ($SE\% = 25,129\%$). Dalam analisis regresi reduksi aspek-aspek kepuasan kerja intrinsik yang berperan pada tinggi rendahnya komitmen karyawan adalah aspek prestasi ($r = 0,427$; $p = 0,000$); aspek aktivitas ($r = 0,495$; $p = 0,000$); aspek kreativitas ($r = 0,313$; $p = 0,000$); aspek pelayanan sosial ($r = 0,283$; $p = 0,000$); dan aspek pengakuan ($r = 0,341$; $p = 0,000$). Sedangkan aspek kepuasan kerja ekstrinsik yang berperan pada pembentukan komitmen karyawan adalah aspek hubungan dengan rekan sekerja ($r = 0,484$; $p = 0,000$); aspek kondisi kerja ($r = 0,632$; $p = 0,000$); aspek otoritas ($r = 0,519$; $p = 0,000$); aspek keamanan ($r = 0,579$; $p = 0,000$); dan aspek kemampuan teknikal atasan ($r = 0,514$; $p = 0,000$). Pada analisis regresi simultan, diperoleh koefisien garis regresi pada kepuasan kerja intrinsik mampu meramalkan komitmen normatif ($b = 0,006154$; uji $t = 2,407$; $p = 0,039$), dan untuk kepuasan kerja ekstrinsik mampu meramalkan komitmen normatif ($b = 0,231778$; $t = 11,405$; $p = 0,000$); komitmen bersinambung ($b = 0,215320$; $t = 10,752$; $p = 0,000$); dan komitmen afektif ($b = 0,193573$; $t = 10,053$; $p = 0,000$).

Kata kunci: kepuasan kerja ekstrinsik dan intrinsik, komitmen organisasi (normatif; bersinambung; afektif)

