

HUBUNGAN ANTARA KEPUASAN KOMUNIKASI DENGAN KOMITMEN ORGANISASI PADA KARYAWAN RUMAH SAKIT PKU MUHAMMADIYAH YOGYAKARTA

INTISARI

Tujuan utama penelitian ini adalah untuk menguji hubungan antara kepuasan komunikasi dengan komitmen organisasi pada karyawan Rumah Sakit PKU Muhammadiyah Yogyakarta. Komitmen organisasi adalah identifikasi individu terhadap organisasi yang dilihat dari kepercayaan, kemauan melakukan usaha dan mempertahankan keanggotaan. Data diambil menggunakan *Organizational Commitment Questionnaire (OCQ)* dengan reliabilitas $\alpha = 0,865$ dan *Communication Satisfaction Questionnaire (CSQ)* dengan reliabilitas $\alpha = 0,932$ kepada 106 karyawan di Rumah Sakit PKU Muhammadiyah Yogyakarta Unit II. Hasil uji korelasi tata jenjang Spearman $r = 0,428$ dengan $p = 0,000$ ($p < 0,01$) menunjukkan adanya hubungan positif dan signifikan antara kepuasan komunikasi dengan komitmen organisasi. Berdasarkan hasil tersebut dapat disimpulkan bahwa semakin tinggi tingkat kepuasan komunikasi, maka semakin tinggi tingkat komitmen organisasi. Sebaliknya, semakin rendah tingkat kepuasan komunikasi, maka semakin rendah juga tingkat komitmen organisasi.

Kata kunci: kepuasan komunikasi, komitmen organisasi, hubungan, karyawan

***RELATIONSHIP BETWEEN COMMUNICATION SATISFACTION AND
ORGANIZATIONAL COMMITMENT ON EMPLOYEES OF PKU
MUHAMMADIYAH YOGYAKARTA HOSPITAL***

ABSTRACT

The main purpose of this study was to examine the relationship between communication satisfaction and organizational commitment of the employees in PKU Muhammadiyah Yogyakarta Hospital. Organizational commitment is described as individual's identification in organization that can be observed by strong beliefs, willingness to do considerable effort and maintaining membership. Data were collected using Organizational Commitment Questionnaire (OCQ) with reliability $\alpha = 0,865$ and Communicational Satisfaction Questionnaire (CSQ) with reliability $\alpha = 0,932$ to 106 employees of PKU Muhammadiyah Yogyakarta Hospital branch II. The result from Spearman's rank correlation was $r = 0,428$ with $p = 0,000$ ($p < 0,01$) showed that there was positive and significant correlation between communication satisfaction and organizational commitment. Based on the result, it is indicated that the higher communication satisfaction resulting in the higher organizational commitment. Conversely, lower communication satisfaction resulting in the lower organizational commitment as well.

Keywords: organizational commitment, communication satisfaction, relationship, employee.