

**PENGARUH KOMITMEN ORGANISASIONAL DAN KOMPETENSI  
TERHADAP KEPUASAN KERJA KARYAWAN DIVISI  
KORPORASI DAN KOMERSIAL KANTOR PUSAT  
BANK BJB BANDUNG**

**SKRIPSI**

Diajukan untuk Memenuhi Salah Satu Syarat  
Menempuh Ujian Sidang Sarjana Pendidikan  
pada Program Studi Pendidikan Bisnis



Oleh  
**Ayu Lestari**  
**1405629**

**FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS  
UNIVERSITAS PENDIDIKAN INDONESIA  
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**LEMBAR HAK CIPTA**

**PENGARUH KOMITMEN ORGANISASIONAL DAN  
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KARYAWAN DIVISI KORPORASI DAN  
KOMERSIAL KANTOR PUSAT  
BANK BJB BANDUNG**

Oleh:  
Ayu Lestari  
1405629

Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar  
Sarjana pada Fakultas Pendidikan Ekonomi dan Bisnis

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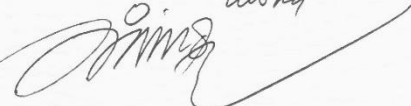
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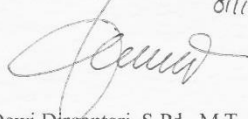


Dra. Hj. Sumiyati, M.Si  
NIP. 19560504 198703 2 001

Masharyono, A.P., S.Pd., M.M  
NIP. 19811115 201404 1 002

Mengetahui,

Ketua Program Studi  
Pendidikan Bisnis



Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M  
NIP. 19820830 200502 2 003

Tanggung Jawab Yuridis  
ada pada Penulis



Ayu Lestari  
NIM 1405629

## ABSTRAK

Ayu Lestari (1405629), “**Pengaruh Komitmen Organisasional dan Kompetensi terhadap Kepuasan Kerja Divisi Korporasi dan Komersial Kantor Pusat Bank bjb Bandung**”. Di bawah bimbingan Dra. Hj. Sumiyati, M.Si dan Masharyono AP, S.Pd, M.M.

Keberhasilan pencapaian tujuan organisasi sangat ditentukan oleh peran dan tanggung jawab pegawai didalamnya. Pegawai dituntut untuk dapat mendukung dan terlibat dalam setiap kegiatan pencapaian tujuan dalam organisasi. Ketidakmampuan pegawai dalam melakukan pekerjaan dengan maksimal akan menyebabkan permasalahan pada kinerja pegawai. Kinerja pegawai tersebut akan berdampak pada kinerja organisasi yang akhirnya dapat menghambat terwujudnya tujuan organisasi. Permasalahan mengenai kepuasan kerja yang belum optimal dialami oleh karyawan divisi korporasi dan komersial Kantor Pusat Bank bjb Bandung. Upaya untuk meningkatkan kepuasan kerja yang dilaksanakan oleh bagian *Human Capital* Kantor Pusat Bank bjb Bandung adalah meningkatkan komitmen karyawan dan kompetensi setiap karyawan. Penelitian ini bertujuan untuk memperoleh (1) gambaran komitmen organisasional, (2) gambaran kompetensi, (3) gambaran kepuasan kerja, (4) pengaruh komitmen organisasional terhadap kepuasan kerja, (5) pengaruh kompetensi terhadap kepuasan kerja, dan (6) pengaruh komitmen organisasional dan kompetensi terhadap kepuasan kerja. Metode yang digunakan adalah *explanatory survey* dengan teknik sampel yaitu *probability sampling* menggunakan sampling berjumlah 40 responden melalui penyebaran kuesioner. Teknik analisa data yang digunakan adalah regresi linier berganda dengan alat bantu *software* komputer *Statistical Product for Service Solutions* (SPSS) 24.0 *for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa (1) gambaran komitmen organisasional dalam kategori tinggi dengan perolehan skor sebesar 2.084 atau 80,15%, (2) gambaran kompetensi dalam kategori tinggi dengan perolehan skor sebesar 4.058 atau 81,16%, (3) gambaran kepuasan kerja dalam kategori tinggi dengan perolehan skor sebesar 1888 atau 78,67%, (4) komitmen organisasional berpengaruh terhadap kepuasan kerja sebesar 57,4% atau berada pada kategori cukup tinggi, serta (5) kompetensi berpengaruh terhadap kepuasan kerja sebesar 48,9% atau berada pada kategori cukup tinggi, (6) komitmen organisasional dan kompetensi berpengaruh terhadap kepuasan kerja sebesar 55,5% atau berada pada kategori cukup tinggi. Berdasarkan hasil penelitian ini, disarankan peningkatan komitmen organisasional dapat dilakukan melalui adanya nilai kekeluargaan dan keyakinan pada nilai-nilai perusahaan pada diri karyawan. Dalam segi kompetensi disarankan perusahaan dapat meningkatkan keahlian dan pengetahuan setiap karyawan. Sehingga diharapkan *employee engagement* dan iklim organisasi dapat menunjang peningkatan kepuasan kerja karyawan.

**Kata kunci: Komitmen Organisasional, Kompetensi, Kepuasan Kerja**

## ABSTRACT

Ayu Lestari (1405629), "*The Influence of Organizational Commitment and Competence on Job Satisfaction of the Corporate and Commercial Division of Bank Bjb Bandung Head Office*". Under the guidance of Dra. Hj. Sumiyati, M.Sc and Masharyono AP, S.Pd, M.M.

*The success of achieving organizational goals is largely determined by the roles and responsibilities of employees in it. Employees are required to be able to support and be involved in every activity to achieve goals in the organization. The inability of employees to do work optimally will cause problems in employee performance. Employee performance will have an impact on organizational performance which can ultimately hinder the realization of organizational goals. Problems regarding job satisfaction that have not been optimized are experienced by employees of the corporate and commercial division of Bandung BJB Bank Head Office. Efforts to improve job satisfaction carried out by Bandung BJB Bank's Human Capital Head Office section aim to improve employee commitment and competence of each employee. This study aims to obtain (1) an overview of organizational commitment, (2) description of competency, (3) description of job satisfaction, (4) influence of organizational commitment on job satisfaction, (5) influence of competence on job satisfaction, and (6) influence of organizational commitment and competency towards job satisfaction. The method used is explanatory survey with sample techniques, namely probability sampling using sampling amounting to 40 respondents through questionnaires. The data analysis technique used is multiple linear regression with Statistical Product for Service Solutions (SPSS) 24.0 for Windows software. The findings in this study indicate that (1) an overview of organizational commitment in the high category with a score of 2,084 or 80.15%, (2) a description of competencies in the high category with a score of 4,058 or 81.16%, (3) job satisfaction in the high category with the acquisition of 1888 score or 78.67%, (4) organizational commitment has an effect on job satisfaction of 57.4% or in a fairly high category, and (5) competence influences work satisfaction by 48.9 % or in the high enough category, (6) organizational commitment and competency affect work satisfaction by 55.5% or in the high enough category. Based on the results of this study, it is suggested that an increase in organizational commitment can be done through the existence of family values and beliefs in company values in employees. In terms of competencies it is suggested that companies improve the skills and knowledge of each employee. So that it is expected that employee engagement and organizational climate will support the increase in employee job satisfaction.*

**Keywords:** *Organizational Commitment, Competence, Job Satisfaction*

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