

The Influence of Training and Career Development on Job Satisfaction with Organizational Commitment as a Mediating Variable among Employees at the Head Office of PT Jasaraharja Putera

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ABSTRACT

Job satisfaction plays an essential role in maintaining employee performance and organizational sustainability, particularly in financial service companies such as PT Jasaraharja Putera where competent and committed human resources are required. This study aims to examine the influence of training and career development on job satisfaction, with organizational commitment as a mediating variable. The research was conducted on employees of the Head Office of PT Jasaraharja Putera using a quantitative approach through a survey distributed to 132 respondents. Data were analyzed using Partial Least Square Structural Equation Modeling (PLS-SEM) with SmartPLS 4 to evaluate both direct and indirect relationships among variables. The results indicate that training and career development have a positive effect on job satisfaction and also enhance organizational commitment. Furthermore, organizational commitment partially mediates the relationship between training and career development and job satisfaction. These findings suggest that relevant training and clear career development opportunities not only improve employee competencies but also strengthen their commitment to the organization, ultimately leading to higher job satisfaction. This study is expected to provide valuable insights for companies in designing more effective and sustainable human resource development strategies.

Keywords: *career development, job satisfaction, organizational commitment, training.*

Pengaruh *Training* dan *Career Development* Terhadap *Job Satisfaction* dengan *Organizational Commitment* Sebagai Mediasi Pada Karyawan Di Kantor Pusat PT Jasaraharja Putera

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ABSTRAK

Kepuasan kerja menjadi aspek penting dalam menjaga kinerja dan keberlangsungan organisasi, terutama pada perusahaan jasa keuangan seperti PT Jasaraharja Putera yang menuntut sumber daya manusia yang kompeten dan berkomitmen tinggi. Penelitian ini bertujuan untuk mengetahui pengaruh *training* dan *career development* terhadap *job satisfaction* dengan *organizational commitment* sebagai variabel mediasi. Penelitian dilaksanakan pada karyawan Kantor Pusat PT Jasaraharja Putera dengan menggunakan metode kuantitatif melalui penyebaran kuesioner kepada 132 responden. Data dianalisis menggunakan *Partial Least Square Structural Equation Modeling* (PLS-SEM) melalui aplikasi SmartPLS 4 untuk melihat hubungan langsung maupun tidak langsung antarvariabel. Hasil penelitian menunjukkan bahwa *training* dan *career development* berpengaruh positif terhadap *job satisfaction* serta meningkatkan *organizational commitment*. Selain itu, *organizational commitment* turut memediasi sebagian hubungan antara *training* dan *career development* terhadap *job satisfaction*. Temuan ini menunjukkan bahwa pelatihan yang relevan dan peluang karier yang jelas tidak hanya meningkatkan kemampuan kerja, tetapi juga memperkuat komitmen karyawan sehingga berdampak pada meningkatnya kepuasan kerja. Penelitian ini diharapkan dapat menjadi masukan bagi perusahaan dalam merancang strategi pengembangan sumber daya manusia yang lebih efektif dan berkelanjutan.

Kata kunci: kepuasan kerja, komitmen organisasi, pelatihan, pengembangan karier.