

PENGARUH BUDAYA ORGANISASI, KOMITMEN ORGANISASI, DAN WORK ENGAGEMENT TERHADAP PROFESIONALISME PADA KARYAWAN FRONTLINER PT PEGADAIAN (PERSERO) KANTOR CABANG WILAYAH DEPOK

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Abstrak

Penelitian ini dilakukan untuk menguji pengaruh Budaya Organisasi, Komitmen Organisasi, dan *Work Engagement* terhadap Profesionalisme Pada Karyawan *Frontliner* PT Pegadaian (Persero) Kantor Cabang Wilayah Depok. Populasi dalam penelitian ini adalah seluruh karyawan *Frontliner* PT Pegadaian (Persero) Kantor Cabang wilayah Depok. Jumlah sampel ditentukan dengan cara *total sampling* sebesar 96 responden.

Hasil penelitian dengan menggunakan teknik *Path Analysis* yang di olah menggunakan program Lisrel 8.54. Penelitian ini menunjukkan Budaya Organisasi berpengaruh langsung terhadap *Work Engagement* sebesar 52%. Komitmen Organisasi berpengaruh langsung terhadap *Work Engagement* sebesar 28%. Budaya Organisasi berpengaruh langsung terhadap Profesionalisme sebesar 23%. Komitmen Organisasi berpengaruh langsung terhadap Profesionalisme sebesar 28%. *Work Engagement* berpengaruh langsung terhadap Profesionalisme sebesar 37%. Berdasarkan koefisien determinasi (R^2) menunjukkan besarnya pengaruh Budaya Organisasi (X_1) dan Komitmen Organisasi (X_2) secara bersama-sama terhadap *Work Engagement* (X_3) sebesar 0,57 yang berarti 57% *Work Engagement* (X_3) dipengaruhi oleh faktor Budaya Organisasi (X_1) dan Komitmen Organisasi (X_2), sedangkan 43% sisanya dipengaruhi oleh faktor lain yang tidak diteliti. Sementara itu, faktor Budaya Organisasi (X_1), Komitmen Organisasi (X_2) dan *Work Engagement* (X_3) secara bersama-sama terhadap Profesionalisme (Y) yaitu sebesar 0,63. Artinya, 63% Profesionalisme (Y) dipengaruhi oleh faktor Budaya Organisasi (X_1), Komitmen Organisasi (X_2) dan *Work Engagement* (X_3), sedangkan 37% sisanya dipengaruhi oleh faktor lain yang tidak diteliti.

Kata kunci: Budaya Organisasi, Komitmen Organisasi, *Work Engagement* Dan Profesionalisme

**THE EFFECT OF ORGANIZATIONAL CULTURE,
ORGANIZATIONAL COMMITMENT, AND WORK
ENGAGEMENT TO EMPLOYEES' PROFESIONALISM FOR
FRONTLINER AT PT PEGADAIAN (PERSERO)
BRANCH OFFICE REGIONAL DEPOK**

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Abstract

This research is conducted to examine the effect of Organizational Culture, Organizational Commitment, and Work Engagement to Employees' Professionalism for Frontliner at PT Pegadaian (Persero) Branch Office Regional Depok. Population in this research are all Frontliner employees of PT Pegadaian (Persero) Branch Office Regional Depok. The number of samples is determined by total sampling of 96 respondents.

Research results using Path Analysis technique that processed by Lisrel 8.54 Program. This research shows that Organizational Culture directly influence on Work Engagement of 52%. Organizational Commitment directly influence on Work Engagement of 28%. Organizational culture directly influence on Professionalism of 23%. Organizational commitment directly influence on Professionalism of 28%. Work Engagement directly influence on Professionalism of 37%.

Based on determination coefficient (R^2) shows the influence of Organizational Culture (X_1) and Organizational Commitment (X_2) jointly to the Work Engagement (X_3) of 0.57, which means 57% of Work Engagement (X_3) influenced by Organizational Culture (X_1) and Organizational Commitment (X_2), while 43% is influenced by other factors not examined. Meanwhile, factors Cultural Organization (X_1), Organizational Commitment (X_2) and Work Engagement (X_3) jointly to Professionalism (Y) that is equal to 0.63. That is, 63% Professionalism (Y) influenced by organizational culture (X_1) factor, Organizational Commitment (X_2) and Work Engagement (X_3), while the remaining 37% is influenced by other factor not examined.

Keywords: Organizational Culture, Organizational Commitment, Work Engagement and Professionalism.