

ABSTRAK

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Judul : Pengaruh Program Pelatihan dan Kompetensi terhadap Kinerja Karyawan dengan Komitmen Organisasional sebagai Variabel Intervening (Studi pada Awak Kabin PT Indonesia Air Asia)

Tujuan penelitian untuk mengetahui pengaruh dari program pelatihan dan kompetensi terhadap kinerja awak kabin baik secara langsung maupun melalui variabel komitmen organisasi sebagai variabel interveningnya.

Jenis penelitian yang digunakan yaitu penelitian kuantitatif dengan desain kausalitas. Penelitian ini mengambil awak kabin PT Indonesia Air Asia sebagai unit analisis dengan teknik *simple random sampling*. jumlah sampel yaitu 240 awak kabin. Data dikumpulkan melalui instrumen kuesioner yang diukur dengan skala likert. Data dianalisis dengan *Structural Equation Modeling* menggunakan program Amos.

Hasil analisis data menjelaskan bahwa: (1) Pelatihan mampu meningkatkan kompetensi, (2) Pelatihan mampu meningkatkan komitmen organisasional, (3) Kompetensi mampu meningkatkan komitmen organisasional awak kabin, (4) Pelatihan secara langsung mampu meningkatkan kinerja, (5) Kompetensi secara langsung mampu meningkatkan kinerja, dan (6) Komitmen organisasional mampu meningkatkan kinerja awak kabin. Penelitian ini juga menemukan bahwa pelatihan dan kompetensi mampu meningkatkan kinerja awak kabin melalui variabel komitmen organisasi sebagai interveningnya.

Kata Kunci: Pelatihan, Kompetensi, Komitmen Organisasional, Kinerja.

ABSTRACT

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Title : The Impact of Training Program and Competence on Employee Performance with Organizational Commitment as an Intervening Variable
(Study on PT Indonesia Air Asia Cabin Crew)*

The research objective was to determine the impact of training programs and competencies on cabin crew performance both directly and through organizational commitment variables as their intervening variables.

The type of research is quantitative research with causality design. This study took the cabin crew of PT Indonesia Air Asia as a unit of analysis with a simple random sampling technique. the number of samples is 240 cabin crew. Data was collected through questionnaire instruments as measured by the Likert scale. Data were analyzed by Structural Equation Modeling using the Amos program.

The results of the data analysis explained that: (1) Training was able to improve the competence of Asia cabin crew, (2) Training was able to improve cabin crew's organizational commitment, (3) Competence was able to increase cabin crew organizational commitment, (4) Training directly able to improve the performance of the cabin crew, (5) Competence can directly improve the performance of cabin crew, and (6) Organizational commitment can improve the performance of cabin crew. The study also found that training and competency were able to improve the performance of stable crew through organizational commitment variables as intervening.

Keywords: Training, Competence, Organizational Commitment, Performance.