

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *knowledge management* dan budaya organisasi terhadap komitmen organisasional melalui *learning organization*. *Knowledge Management* dan Budaya Organisasi sebagai variabel eksogen, *Learning Organization* sebagai variabel mediasi dan Komitmen Organisasional sebagai variabel endogen. Populasi pada penelitian ini yaitu karyawan PT. Garuda Indonesia yang *handle airlines* citilink bagian *check-in counter* dan *boarding gate* dan menggunakan sampel jenuh berjumlah 106 responden. Metode analisis data yang digunakan adalah *Struktural Equation Model-Partial Least Square* (SEM-PLS). Hasil penelitian ini menunjukkan bahwa *knowledge management* berpengaruh terhadap komitmen organisasional, budaya organisasi berpengaruh terhadap komitmen organisasional, *learning organization* berpengaruh terhadap komitmen organisasional, *knowledge management* berpengaruh terhadap *learning organization*, budaya organisasi berpengaruh terhadap *learning organization*, *knowledge management* berpengaruh terhadap komitmen organisasional melalui *learning organization*, budaya organisasi berpengaruh terhadap komitmen organisasional melalui *learning organization*.

Kata Kunci : *Knowledge Management*, Budaya Organisasi, *Learning Organization* dan Komitmen Organisasional

ABSTRACT

This study aims to determine the effect of knowledge management and organizational culture on organizational commitment through organizational learning. Knowledge Management and Organizational Culture as exogenous variables, Learning Organization as mediating variable and Organizational Commitment as endogenous variables. The population in this study are employees of PT. Garuda Indonesia which handles Citilink airlines at the check-in counter and boarding gate and uses a saturated sample of 106 respondents. The data analysis method used is Structural Equation Model-Partial Least Square (SEM-PLS). The results of this study indicate that knowledge management affects organizational commitment, organizational culture affects organizational commitment, learning organization affects organizational commitment, knowledge management affects organizational learning, organizational culture affects organizational learning, knowledge management affects organizational commitment through learning organizations, organizational culture has an effect on organizational commitment through learning organization.

Keywords : Knowledge Management, Organizational Culture, Learning Organization and Organizational Commitment