

ABSTRAK

Penelitian ini berjudul “Kontribusi Determinan-Determinan Komitmen Terhadap Commitment Level pada Pekerja Divisi Pelayanan Mahasiswa Gereja “X” Bandung.” Penelitian ini menggunakan teori *The Investment Model of Commitment* (Rusbult, 1980) untuk mengetahui gambaran seberapa besar kontribusi determinan-determinan komitmen (*Satisfaction Level*, *Quality of Alternatives*, dan *Investment Size*) terhadap *Commitment Level* pada pekerja divisi pelayanan mahasiswa Gereja “X” Bandung.

Penelitian ini dilakukan pada 81 orang responden melalui penyebaran kuesioner *The Investment Model of Commitment* (Rusbult, 1980), yang telah dimodifikasi oleh peneliti dan dipilih berdasarkan teknik *accidental sampling*. Determinan komitmen diukur dengan melihat kontribusi terbesar dari determinan komitmen terhadap *commitment level*. Teknik pengolahan data dilakukan dengan menggunakan uji analisis regresi linier berganda dengan menggunakan program SPSS 20.0. Berdasarkan hasil uji validitas dengan validitas konstruk diperoleh 37 item yang telah diujicobakan dapat dipakai, dengan rentang validitas 0,611 sampai dengan 0,850. Uji reliabilitas menggunakan *Alpha Cronbach*, dan diperoleh reliabilitas sebesar 0,915 untuk alat ukur determinan *satisfaction level*, sebesar 0,892 untuk alat ukur determinan *quality of alternative*, sebesar 0,910 untuk alat ukur determinan *investment size*, dan 0,822 untuk *commitment level*.

Berdasarkan pengolahan data, ditemukan bahwa kontribusi dari ketiga determinan tersebut mampu meningkatkan atau menurunkan *commitment level* sebesar 54,30%. Kesimpulan yang diperoleh adalah terdapat kontribusi dari determinan-determinan komitmen terhadap *commitment level*. Peneliti mengajukan saran pada peneliti lain untuk meneliti secara mendalam mengenai determinan-determinan komitmen terhadap *commitment level* dalam organisasi dengan cakupan yang lebih luas. Selain itu bagi Gereja “X” Bandung disarankan untuk mendukung meningkatkan kualitas DPM dalam setiap rangkaian pelayanan yang diadakan oleh divisi pelayanan mahasiswa.

Kata kunci: *Satisfaction Level*, *Quality of Alternative*, *Investment Size*, *Commitment Level*, Kontribusi.

ABSTRACT

This research is entitled "Contribution of Commitment Determinants toward Commitment levels of Student Service Division Workers at "X" Church in Bandung." This research uses The Investment Model of Commitment theory (Rusbult, 1980) to determine how much the contribution of commitment determinants (Satisfaction Level, Quality of Alternatives, and Investment size) toward Commitment level of Student Service Division workers at "X" Church in Bandung.

This research was conducted with 81 respondents through a questionnaire which content the material of The Investment Model of Commitment (Rusbult, 1980) that has been modified by the researcher and selected based on the accidental sampling technique. Commitment determinant is measured by viewing the biggest contribution of the commitment determinant toward Commitment level. The data processing techniques was done by using a multiple linear regression analysis test using spss 20.0. Based on a validity test with construct validity, 37 tested items can be used, with a validity range between 0,611 until 0,850. Alpha cronbach was used as a reliability test with resulted at 0,915 as the measure of satisfaction level determinant, 0,892 for quality of alternative determinant, 0,910 for investment size, and 0,822 for commitment level.

Based on data processed, it was discovered that the contribution of the three determinants was able to increase or decrease the commitment level by 54,30%. The conclusion obtained is that there is a contribution from the Commitment Determinants toward Commitment Level. The researcher proposes to other researchers to deeply examine about the Commitment Determinants toward Commitment Level into the organization with wider coverage. In addition, for the "X" Church in Bandung, it is advised to support and improving the quality of SSD in each set of services held by the Student Services Division.

Keywords: Satisfaction Level, Quality of Alternative, Investment Size, Commitment Level, Kontribusi.

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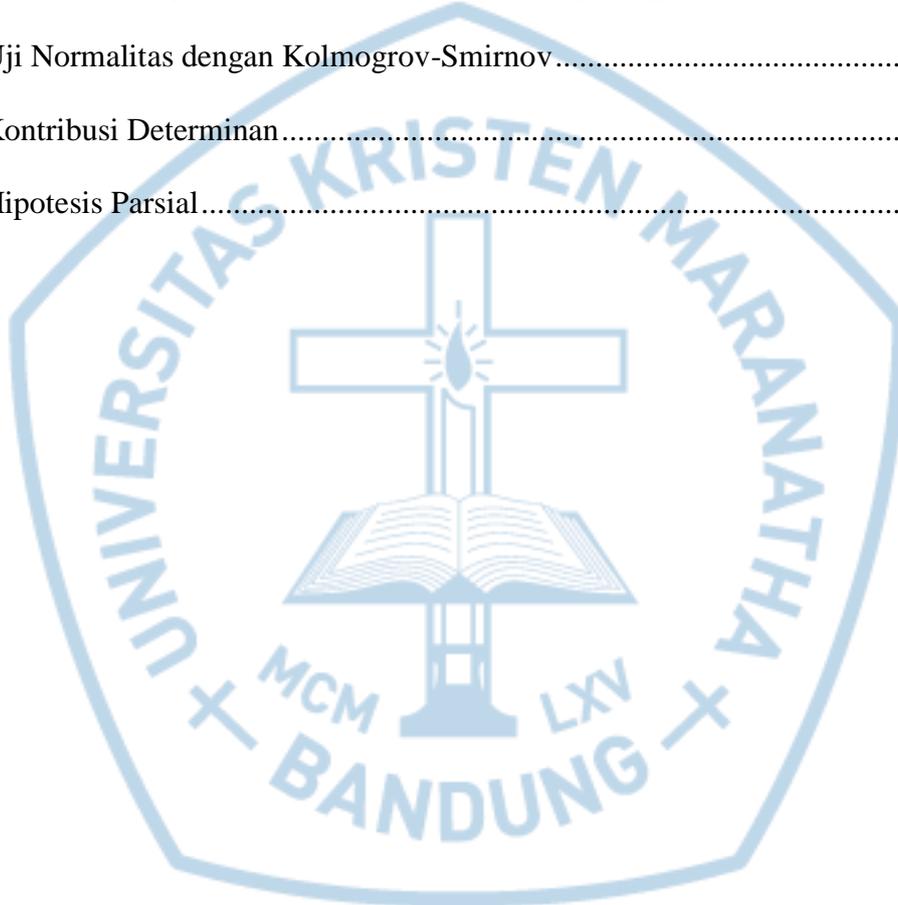
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