

ABSTRACT

This research aims to analyze the effect of motivation on organizational commitment with job satisfaction as a mediating variable at PT. Bank BPD DIY Senopati Branch especially the bank tellers. This research uses data collection methods with questionnaires distributed to tellers of PT. Bank BPD DIY Senopati Branch totaling 35 people.

The data used in this study are primary data collected from observing objects by researchers and answers to questionnaires distributed to respondents. This research includes the dependent, independent and mediating variables. Independent variables include work motivation of tellers at PT. Bank BPD DIY Senopati Branch, the dependent variable is the organizational commitment of tellers at PT. Bank BPD DIY Senopati Branch, while the mediating variable is job satisfaction tellers at PT. Bank BPD DIY Senopati Branch. The analysis tool used to test the relationship between variables is Statistical Package for the Social Science (SPSS) 22.

The findings of this research, namely: 1) there is a positive effect of motivation on organizational commitment of tellers at PT. Bank BPD DIY Senopati Branch in 2017; 2) There is a positive effect of motivation on organizational commitment mediated by job satisfaction on tellers at PT. Bank BPD DIY Senopati Branch in 2017; 3) There are differences in organizational commitment seen from individual characteristics, namely the characteristics of the length of work or work period and marital status on the tellers at PT. Bank BPD DIY Senopati Branch in 2017.

Keywords: Motivation, Organizational Commitment, Job Satisfaction, Employee Satisfaction, Individual Characteristics