

## ABSTRAK

Tiara Puspita Sari, No.BP 15101155310628, Manajemen Fakultas Ekonomi dan Bisnis, Pengaruh Komitmen Organisasional, Kualitas Layanan Dan Budaya Organisasi Terhadap Kepuasan Kerja Karyawan Pada Perusahaan Daerah Air Minum Kota Padang (Studi Kasus Perusahaan Daerah Air Minum Kota Padang), dibawah bimbingan Bapak Jhon Veri, S.Kom, MM, M.Kom dan Bapak Dori Mittra Candana, SE, MM

Penelitian ini bertujuan untuk menguji seberapa besar pengaruh Pengaruh Komitmen Organisasional, Kualitas Layanan Dan Budaya Organisasi Terhadap Kepuasan Kerja Karyawan. Metode pengumpulan data melalui survei dan mengedarkan kuisisioner, dengan sampel 73 responden. Teknik pengambilan sampel yaitu menggunakan *non probability* sampling dengan *purposive* sampling. Metode analisis yang digunakan adalah analisis korelasi, regresi linear berganda menggunakan SPSS 21.

Hasil penelitian yang didapatkan berdasarkan Uji Parsial (Uji t) diperoleh Komitmen Organisasional dan Kualitas Layanan secara parsial berpengaruh signifikan terhadap Kepuasan Kerja Karyawan, kemudian Budaya Organisasi berpengaruh tidak signifikan terhadap Kepuasan Kerja Karyawan.

Kontribusi Komitmen Organisasi, Kualitas Layanan dan Budaya Organisasi terhadap Kepuasan Kerja sebesar 29,5% sedangkan sisanya 70,5% dipengaruhi oleh variabel lain diluar penelitian ini.

**Kata kunci : Komitmen Organisasional, Kualitas Layanan, Budaya Organisasi, Kepuasan Kerja Karyawan**

## ABSTRACT

*Tiara Puspita Sari, No.BP 15101155310628, Management of the Faculty of Economics and Business, The Effect of Organizational Commitment, Service Quality and Organizational Culture on Employee Job Satisfaction in the Padang Municipal Water Supply Company (Case Study of the Padang Municipal Water Supply Company), under the guidance of Mr. Jhon Veri, S.Kom, MM, M.Kom and Mr. Dori Mitra Candana, SE, MM*

*This study aims to examine how much influence the influence of organizational commitment, service quality and organizational culture on employee job satisfaction. Methods of data collection through surveys and distributing questionnaires, with a sample of 73 respondents. The sampling technique is using non probability sampling with purposive sampling. The analytical method used is correlation analysis, multiple linear regression using SPSS 21.*

*The research results obtained based on Partial Test (t Test) obtained partially Organizational Commitment and Service Quality significantly influence Employee Job Satisfaction, then Organizational Culture has no significant effect on Employee Job Satisfaction.*

*Contribution of Organizational Commitment, Service Quality and Organizational Culture to Job Satisfaction is 29.5% while the remaining 70.5% is influenced by other variables outside this study.*

**Keywords : Organizational Commitment, Service Quality, Organizational Culture, Employee Job Satisfaction**