

ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh *caring climate*, kepuasan kerja, dan komitmen organisasional terhadap kinerja driver Gojek. Responden dalam penelitian ini yaitu para driver Gojek yang beroperasi di wilayah Yogyakarta. 142 data dianalisis dari 150 responden yang telah disurvei. Penelitian ini menggunakan metode *accidental sampling* sebagai teknik pengambilan sampel. Selain itu, penelitian ini juga menggunakan teknik analisis *Structural Equation Modelling* dengan aplikasi AMOS.

Berdasarkan hasil pengujian data, ditemukan bahwa *caring climate* berpengaruh langsung terhadap kepuasan kerja dan komitmen organisasional, namun tidak pada kinerja. Pengaruh langsung juga terjadi pada kepuasan kerja terhadap komitmen organisasional dan kinerja, begitu pula dengan komitmen organisasional terhadap kinerja. Sedangkan pada pengaruh tidak langsung didapati bahwa *caring climate* berpengaruh pada kinerja melalui kepuasan kerja. Kemudian, kepuasan kerja tidak dapat menjadi mediasi antara hubungan *caring climate* terhadap komitmen organisasional, begitu pula dengan komitmen organisasional yang tidak dapat menjadi mediasi antara hubungan kepuasan kerja terhadap kinerja.

Kata kunci: *Caring Climate*, Kepuasan Kerja, Komitmen Organisasional, dan Kinerja

ABSTRACT

This study aims to examine the influence of caring climate, job satisfaction, and organizational commitment to the job performance of Gojek drivers. Respondents in this study were Gojek drivers operating in the Yogyakarta area. 142 data were analyzed from 150 respondents who had been surveyed. This study uses the accidental sampling method as a sampling technique. In addition, this study also uses Structural Equation Modeling analysis techniques with AMOS applications.

Based on the results of testing the data, it was found that caring climate had a direct effect on job satisfaction and organizational commitment, but not on job performance. Direct influence also occurs on job satisfaction on organizational commitment and job performance, as well as organizational commitment to performance. While the indirect effect was found that caring climate had an effect on performance through job satisfaction. Then, job satisfaction cannot be a mediator between caring climate relations to organizational commitment, as well as organizational commitment that cannot be a mediator between the relationship of job satisfaction to job performance.

Keywords: *Caring Climate, Job Satisfaction, Organizational Commitment, And Job Performance*