

THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT AND JOB INVOLVEMENT ON THE ORGANIZATIONAL COMMITMENT OF FACULTY LECTURERS AT MUHAMMADIYAH UNIVERSITIES IN JABODETABEK

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ABSTRACT

This research aimed to analyze the effect of perceived organizational support and job involvement on the organizational commitment of faculty lecturers at Muhammadiyah Universities in Jabodetabek. The research method used in this research is associated with a quantitative population of 1,402 faculty lecturers at Muhammadiyah Universities in Jabodetabek. A sample of 178 respondents and the sampling technique used in random sampling. The analytical method used is multiple linear regression. Based on the results of this research, it can be found that (1) Perceived organizational support has a positive and significant effect on organizational commitment. Therefore, to increase the permanent organizational commitment of Muhammadiyah University in Jabodetabek, the perceived organizational support must also be increased, and (2) organizational involvement has a positive and significant effect on commitment. Therefore, to increase the permanent organizational commitment of Muhammadiyah University in Jabodetabek, work involvement must also be increased.

Keyword: *perceived organizational support, job involvement and organizational commitment*

1. Introduction

The development of higher education today is undergoing rapid and global changes due to a society based on science and information technology. With such community conditions, it will undoubtedly require every organization to consistently update the knowledge and skills of its members if they want to stay alive and develop. Including higher education institutions or institutions must respond to these changes to survive in the face of changes and increasingly competitive competition. In the current condition, the demands from the community for higher education have experienced a shift from ideological demands towards pragmatic ones, namely the community's desire for higher education graduates to be able to meet the demands of the world of work (ready to work). Of course, it will increasingly require universities to continue to improve their quality. To improve the quality of the implementation of higher education, the Directorate General of Higher Education of the Ministry of Education Culture Research and Technology assigns the Kopertis of their respective areas to evaluate and supervise the implementation of higher education so that they remain healthy universities, namely by government regulations or regulations. The government will assess several indicators for universities to remain healthy or have good performance, such as the ratio of lecturers to students, available positions of lecturers, educational qualifications of lecturers, research and publications of lecturers, and various other indicators. Therefore, universities must continue to improve their quality to remain in the qualifications of healthy universities. To achieve this quality, one of the things that higher education managers must pay attention to is the organizational commitment of the lecturers. The form of organizational commitment to lecturers can be seen from the lecturer's interest in conducting research and scientific publications, increasing the level of education and academic rank of lecturers. There are many reasons universities should try to increase organizational commitment to lecturers because lecturers who are committed to their

organization will continue to do better in completing their tasks. With a sense of belonging to the organization, he does not think about leaving his organization, so who can say that high organizational commitment will reduce the desire to move to another place or organization. So organizational commitment has a broad meaning than just loyalty but involves an interactive relationship and the lecturer's desire to contribute meaningfully to the organization. Many factors are thought to influence the organizational commitment of lecturers, including perceived organizational support and work involvement.

Perceived organizational support is a form of organizational concern and concern for contributions, welfare, complaints, goals, and fair treatment to its members. In addition, perceived organizational support can also help meet the social and emotional needs of its members because of the attention given by the organization to its members, which in turn will make its members provide services to the organization in which they are located. So perceived organizational support is essential to be considered by organizations, including universities, because the higher the level of support provided by universities, the higher the organizational commitment of the lecturers. In line with the results of research conducted by Adhika and Rian (2016) that organizational support has a positive effect on organizational commitment and Soekiman's (2007) research that external and internal organizational support has a positive and significant effect on organizational commitment. Then the research of Kusmarjanti and Soetjipto (2007) found a positive influence between perceptions of organizational support and organizational commitment.

Work involvement is one of the factors that need to be considered by the organization because full involvement by workers in their work will create a maximum performance. Workers will actively participate in completing their work or tasks and spend most of their time, mind, and energy on their work. A high level of work involvement can reduce absenteeism and resignation rates of workers in an organization. In contrast, a low level of work involvement can increase absenteeism and higher employee resignations in an organization. Workers with a high level of job involvement will consider their work an essential part of their lives and contribute to their self-esteem. Therefore, work involvement is essential to be considered by organizations, including universities, because lecturers who have high work involvement in their work will impact the high level of commitment to their organization. The results of research conducted by Maryanti (2014) show that there is a positive and significant effect between work involvement on organizational commitment and research by Liwun and Prabowo (2015) that work involvement affects organizational commitment.

Based on the problems above, the formulation of the problem in this research is (1) whether perceived organizational support affects the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek and (2) whether work involvement affects organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek. At the same time, the objectives of this study are (1) to analyze the effect of perceived organizational support on the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek and (2) to analyze the effect of work involvement on organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek.

2. Theoretical Review

Organizational Commitment

Organizational commitment is one of the behaviors in the organization that is considered necessary because employees who have a high commitment will continue to be and survive in their organization. Robbins and Judge (2013) define organizational commitment as a condition in which an individual sided with the organization and its goals and desires to maintain membership. While Mathis and Jackson in Sopiah (2012) define organizational commitment as the degree to which employees believe and are willing to accept the organization's goals and will stay or will not leave the organization. Furthermore, Luthans in Triatna (2015) suggests that organizational commitment is interpreted as a strong desire to remain a member of an organization, a willingness to work hard on behalf of the organization, and certain beliefs and individual acceptance of the values and goals of the organization. Based on the definition above, what is meant by organizational commitment in this

study is a sense of trust in the organization, a desire to be involved in the interests of the organization, and a desire to remain in the organization, which is shown in the form of a high work attitude. Who will form a person's commitment to the organization because several factors influence it? According to David in Sopiah (2012) suggests that four factors can affect a person's commitment to the organization, namely (1) Personal factors such are age, gender, education level, and personality.(2) Job characteristics include the scope of work, challenges in work, role conflict at work, the level of difficulty in work. (3)Structural characteristics include the size of the organization, organizational form, the presence of unions, the level of control.(4) work experience, namely the more experience a person has at work, the higher the level of commitment of a person in his organization. Then to measure the commitment of workers in the organization can be done with several dimensions; according to Robbins and Judge (2013) which states that there are three dimensions of organizational commitment, namely (1) affective commitment, namely the desire of a person to remain in the organization and also the desire to support and achieve organizational goals, (2) continuous commitment, namely the desire of employees to remain in the organization. They are in the organization because it is related to the advantages and disadvantages when they leave the organization, (3) normative commitment, namely the desire to remain in the organization because of the feeling of not wanting to disappoint superiors and not wanting coworkers to think badly of him if he leaves the organization.

Perceived Organizational Support

Perceived organizational support is a form of organizational attention to its members or workers. This is important because this attention will have a positive influence on workers' perceptions of their organization which will ultimately affect the good work attitudes of workers. Robbins and Judge (2013) define perceived organizational support as the degree to which employees believe that the organization values their contributions and cares about their well-being. Meanwhile, according to Wayne in Kambu (2011) states that there is a general belief from workers about the extent of organizational commitment to them seen from the organization's appreciation for their contribution and the organization's attention to their lives. Perceived organizational support can be interpreted as a form of organizational attention to workers, respecting employee dedication and loyalty. The rewards given by the organization will have a positive influence on workers because they will feel accepted and recognized, get paid and promoted, have access to information, and various other forms of assistance so that workers can carry out their duties more effectively. Based on the description above, what is meant by perceived organizational support in this study is the degree to which employees believe and believe that the organization appreciates its contribution and cares about their welfare. There are many factors that can affect perceived organizational support. According to Rhoades and Eisenberger in Fatdina (2009) that there are three factors that can increase perceived organizational support, namely (1) fairness, this is related to procedural methods that should be used to distribute various resources within the organization, (2) superior support, this related to the actions of superiors that are pleasant or unpleasant that are felt by workers, and (3) rewards and working conditions, these are related to rewards in the form of salaries, promotions, job security, the organizational trust given by the organization to workers. Then to measure perceived organizational support can be done with several dimensions. According to Tumwesigye (2010), there are four dimensions to measure perceived organizational support, namely (1) organizational recognition, namely employee contributions are valued by the organization, organizational support received by workers, such as rewards, wages, and promotions, (2) involvement in decision making, namely workers feel part of the organization and has the right to participate in decision-making and feel responsible for contributing and giving a good performance to the organization, (3) assistance in problem-solving, namely, the organization helps workers in technical matters and solves the problems they face, and (4) cares about the welfare of workers namely financial and non-financial assistance.

Job Involvement

Work involvement is very necessary for the organization because, with the full involvement of workers in their work, it will create good performance, and workers will actively participate in completing their work or tasks because this is considered important so that workers will feel satisfied and happy when they spend most of their time. Their time, thought, and energy for the job or organization. Robbins and Judge (2013) define job involvement as a measure of the degree to which an individual is psychologically in favor of their work, and they consider the performance achieved as important as a form of their self-esteem. Meanwhile, Hiriyappa (2009) defines job involvement as the degree to which an individual identifies himself with his work and actively participates in it and considers the performance carried out as important for rewarding himself, and a high level of involvement will reduce absenteeism and resignations of workers at work. An organization, and vice versa. Then according to Dessler (2015) who argues that work involvement refers to psychological involvement in the organization and is a commitment to completing the work. Engaged employees experience a high degree of connectivity with their work tasks and work hard to complete goals related to their tasks. Based on the description above, what is meant by work involved in this study is the extent to which a person identifies with his or her organization. Workers with a high level of job involvement consider their work an important part of their lives, and they do a good job at work and contribute to the organization. Then there are some characteristics of job involvement. According to Mathis and Jackson (2008) that the characteristics of work involvement are (1) employees who have high work involvement, such as spending time at work, have a serious concern for work and the organization, feel satisfied with their work, have a high commitment to the profession, career, and the organization, giving the best effort for the organization, low absenteeism and desire to leave and have high motivation, and (2) employees who have low involvement, such as no effort for the progress of the organization, do not care about work or with the organization—dissatisfied with work, not committed to work or organization, high absenteeism and desire to leave, low work motivation, and less proud of work and organization. Furthermore, work involvement can be measured by several dimensions. According to Davis and Newstrom (2005), there are three dimensions of work involvement, namely (1) mental and emotional involvement, namely participation in work, meetings, asking for opinions and input and others, (2) contribution motivation, namely workers are given the opportunity to channel initiative and be creative to achieve organizational goals, and (3) responsibility, namely work involvement that encourages workers to be responsible, and there is a desire to be involved themselves and want to realize organizational success.

3. Research Method

In this case, the method used is an associative method with a quantitative approach. The associative method is used to determine the influence between the dependent variable and the independent variable. The population in this study were permanent lecturers at Muhammadiyah University in Jabodetabek as many as 1,402 lecturers consisting of Muhammadiyah University Jakarta, Muhammadiyah University lecturer Prof. Dr. Hamka, and the University of Muhammadiyah Tangerang, while the number of samples was determined using the slovin formula so that a sample of 178 respondents was obtained and the sampling technique was random sampling. The source of data is primary data obtained by distributing questionnaires to respondents via a google form. The analytical method used is multiple linear regression.

4. Results, Analysis, and Discussion

That is multiple linear regression analysis to measure the direction of the relationship between the independent variables (perceived organizational support and job involvement) to the dependent variable (organizational commitment). Based on the calculation of multiple linear regression, the results are shown in the following table.

Tabel 1 : Multiple Linear Regression Analysis Results

Model	Unstandardized Coefficients	
	B	Std. Error
1 (Constanta)	8.925	5.712
Perceived Organizational Support	.274	.111
Job Involvement	.634	.131

From table 1 above, the equation $Y = 8.925 + 0.274X_1 + 0.634X_2$ can explain that the constant value is 8.925, meaning that if perceived organizational support and work involvement are 0 or fixed, then the value of organizational commitment is 8.925. The regression coefficient value of the perceived organizational support variable is 0.274, has a positive value, or is in the same direction, meaning that every one-unit increase in the perceived organizational support variable and other variables remain, the organizational commitment will increase by 0.274. So to increase the organizational commitment of permanent lecturers at the Muhammadiyah University in Jabodetabek, the perceived organizational support must also be increased. Then the regression coefficient value of the work involvement variable is 0.634, has a positive value, or is in the same direction, meaning that for every one-unit increase in the work involvement variable and other variables remain, the organizational commitment will increase 0.634. So to increase the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek, work involvement must also be increased.

Partial test or t-test to examine the effect of independent variables (perceived organizational support and work involvement) on the dependent variable (organizational commitment). Based on the t-test, the results are shown in Table 2 below.

Tabel 2 : Partial Test Results (T Test)

Model	t	Sig.
1 (Constanta)	1.563	.124
Perceived Organizational Support	2.456	.017
Job Involvement	4.833	0.000

From table 2 above, it can be explained that: the partial test results between perceived organizational support for organizational commitment obtained a value of tcount $2.456 > t_{table} 1.974$ (where $\alpha = 5\%$ and $df = n-k-1$) sig value $0.017 < 0.05$. So it can conclude that perceived organizational support has a positive and significant effect on organizational commitment, meaning that if perceived organizational support can increase, then the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek will also increase. The research results conducted by I Nyoman Resa Adhika and I Gede Rian (2016) show that, partially, organizational support positively affects organizational commitment. Then the research conducted by J.F.X Susanto Soekiman (2007) partially the perception of external and internal organizational support has a positive and significant effect on employee commitment. Furthermore, research conducted by Ulfa Kusmarjanti and Helly P. Soetjipto (2007) that, partially, there is a positive influence between perceptions of organizational support and organizational commitment. $\alpha = 5\%$ and $df = n-k-1$) and sig value $0.000 > 0.05$. So what can conclude that work involvement has a positive and significant effect on organizational commitment, meaning that if work involvement can be increased, the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek will also increase. The research results are in line conducted by Eka Maryanti (2014) that there is a positive and significant influence between work involvement and organizational commitment. Then the research conducted by Stephanus Benedictus Bera Liwun and Hendro Prabowo (2015) partially affects employee organizational commitment.

5. Conclusions, Limitations, dan Recommendations

Based on the discussion above, the conclusions from the results of this study are (1) organizational support which is perceived to have a positive and significant effect on organizational commitment. Therefore, to increase the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek, the perceived organizational support must also be increased, and (2) work involvement has a positive and significant effect on organizational commitment. Therefore, with the increase in the organizational commitment of permanent lecturers at Muhammadiyah University in Jabodetabek, work involvement must also be increased.

The limitations of this study include that the objects in this study are only three Muhammadiyah colleges, so the results of this study cannot be generalized and must be more careful in interpreting. Then the number of samples in this study is less than the maximum to cause less representation of the existing population. This research recommends that for further research, it is recommended to use a wider research object not only three universities but all Muhammadiyah universities in Jabodetabek. The number of samples should also be more significant than this study.

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