

Influence of Job Satisfaction and Organizational Commitment to Performance of Motor Vehicle
Claims Officer (Study at Citra Asia Insurance)

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Abstract

The purpose of this study was to determine the effect of job satisfaction and organizational commitment on performance of motor vehicle claims officer PT. Citra Asian Insurance. Job satisfaction is the result of thoughts and feelings that employees have degrees that illustrate important-not important, love-hate feeling, as a result of individual assessment of job aspects, both globally and multidimensional. Organizational commitment is the degree of interest and individual involvement to the organization that is characterized by individual interests against the goals, values, and goals of the organization. Performance is defined as the achievement is shown (either through attitudes or behaviors) or the output (both qualitatively and quantitatively) in each unit of time required. Data taken from (N = 25) partial loss claims officer of PT vehicles. CAI. The results of data analysis shows that, job satisfaction showed no significant effect on the performance of motor vehicle claims officer. Organizational commitment also showed no significant effect on the performance of motor vehicle claims officer. These findings do not support the research hypothesis, that there is a positive influence between job satisfaction and performance of motor vehicle claims officer, just as there is a positive influence between the organization's commitment to the performance of motor vehicle claims officer.

Keywords: Job Satisfaction, Organizational Commitment, Performance.