

ABSTRACT

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Role of Volunteer Satisfaction as Mediator between Volunteer Motivation and Organizational Commitment (Study in Yayasan Komunitas Sahabat Anak Jakarta); Dr. Fransisca Iriani R. D., M.Si. & Denrich Suryadi, M.Psi.; Undergraduate Program in Psychology, Tarumanagara University (i-xvii; 71 halaman; R1-R6; Appdx 1- 56)

Interventions on children's social issues be a concern of many sectors including non-profit organizations. Non-profit organization indirectly have an important role through programmed activities with volunteers as organizational drivers. Inadequate management of volunteers will have an impact such as organizational commitment among the volunteers. Indirect factors that may affect organizational commitment are volunteer motivation and volunteer satisfaction. This study aims to examine the role of volunteer satisfaction as mediator between volunteer motivation and organizational commitment. This research uses non-experimental quantitative method with regression analysis technique. The subjects of this study consisted of 87 active volunteers of Yayasan Komunitas Sahabat Anak. The respondents were chosen using nonprobability sampling technique and purposive sampling method. The results showed by the coefficient $c''=7.017$, $p<0.05$. It means there was a significant positive role between volunteer motivation and organizational commitment with volunteer satisfaction as partial mediating.

Keywords: volunteer motivation, volunteer satisfaction, organizational commitment,
non-profit organization