

## **Pengaruh Kepuasan Komunikasi, Partisipasi, Dan Iklim Organisasi Terhadap Komitmen Afektif : Peran Kontrak Psikologis Sebagai Mediasi**

### **Abstrak**

Isu komitmen afektif menjadi aspek penting, baik bagi praktisi maupun akademisi. Penelitian ini bertujuan untuk menginvestigasi peranan kontrak psikologis sebagai mediasi antarakepuasan komunikasi, partisipasi dan iklim organisasi terhadap komitmen afektif. Target populasi dalam penelitian ini adalah seluruh ASN pejabat eselon IV di kelurahan se-Kecamatan Padang Barat Kota Padang periode 2019. Teknik penarikan sampel yang digunakan adalah *purposive sampling* dengan jumlah sampel sebanyak 50 orang responden. Hasil penelitian ini menemukan kepuasan komunikasi berpengaruh positif terhadap kontrak psikologis dan komitmen afektif, serta iklim organisasi berpengaruh positif terhadap kontrak psikologis. Selanjutnya partisipasi tidak terbukti memilikipengaruh positif terhadap kontrak psikologis dan komitmen afektif. Terakhir, kontrak psikologis tidak memediasi hubungan antara kepuasan komunikasi dan partisipasi terhadap komitmen afektif.

Kata kunci : Kepuasan komunikasi, partisipasi, iklim organisasi, kontrak psikologis dan komitmen afektif

# **Effects of Communication Satisfaction, Participation, and Organizational Climate on Affective Commitments: The Role of Psychological Contracts as Mediation**

## **Abstract**

The issue of affective commitment becomes an important aspect, both for practitioners and academics. This study aims to investigate the psychological role of mediation between communication satisfaction, participation and organizational climate towards affective commitment. The target population in this study are all ASN echelon IV State Civil Apparatuses in sub-districts throughout Padang Barat district Padang City who registered in the period of 2019. The sampling technique used was purposive sampling with a total sample of 50 respondents. The results of this study revealed that communication satisfaction has been found to have positive effect on psychological contracts and affective commitment, than organizational climate has been found to have positive effect on psychological contracts. Furthermore, participation have negative effect on psychological contracts and affective commitments. Finally, psychological contracts do not mediate the relationship between communication satisfaction and participation on affective commitment.

*Keywords: Communication satisfaction, participation, organizational climate, psychological contracts and affective commitment*