

Research Article

How Does Self-Efficacy and Perceived Organizational Support (POS) Increase Organizational Commitment? Mataram Evidence from the Lombok Raya Hotel

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Abstract.

Organizational commitment, with an emphasis on organizational dedication. Successful organizations typically have a highly dedicated staff. Some aspects impact organizational commitment, such as self-efficacy and perceived organizational support. This research aims to determine the effect of self-efficacy and perceived organizational support (POS) on organizational commitment (study on Lombok Raya Hotel employees). This research is quantitative; the data used are primary and secondary. 103 respondents who worked at the Lombok Raya Mataram Hotel completed questionnaires for this study. Then, this study employed conventional assumption tests, such as normality tests, multicollinearity tests, and heteroskedasticity tests. T-tests, f-tests, coefficient of determination tests, and multiple linear regression tests are some of the hypothesis tests (R²) used. According to the study's findings, organizational commitment is positively and significantly influenced by self-efficacy, POS, and all these variables together. The outcomes of descriptive data analysis show that staff members of the Lombok Raya Mataram Hotel are worried about the future and sustainability of the company or hotel.

Keywords: perceived organizational support (POS), organizational commitment, self-efficacy

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1. Introduction

Human resource management is the way to influence employees' attitudes, behaviors, and performance, which can provide an optimal contribution to achieving organizational targets [1]. Organizations accomplished this with quality human resources. The organization needs the support of its human resources, for which it must pay attention to the development and well-being of its human resources, which can cause a bond between human resources and the organization.

Employees are human resources as part of investments that must be operated and improved properly and optimally to have optimal performance and contribute in the long term. Organizational targets can be achieved [1]. In issues related to organizational

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commitment, according to Luthans (2011), the results of his research show that there is a positive correlation between organizational commitment and organizational desired outcomes such as high performance, low absenteeism rates, and a low employee turnover rate [2]. Committed employees are valuable employees. Organizations can gain loyalty from subordinates or employees by meeting basic needs, paying attention, trusting and trusting, tolerating individuality, and creating an error-free employee “can-do culture” [3]. This study uses two variables that affect organizational commitment by using variables that affect both internal, namely self-efficacy, and external, namely perceived corporate support (POS). Perceived organizational support is an employee’s perception of the extent of an organization’s readiness to provide support and assistance when needed, assess contributions, and care about the well-being of its employees [4]. Organizations understand employee personalities, provide trust and opportunities to engage directly with colleagues and superiors, help and help employees, and provide clear direction when employees’ work or employee ethics find challenges or difficulties in the workplace. Good perceived organizational support can be achieved [5].

This research was conducted at the Lombok Raya Mataram Hotel, a hotel with a four-star rating. This hotel is one of the contributors to the economy of the tourism sector in Mataram City, amounting to 7.44 percent of the GDP. There is a problem related to organizational commitment: two-thirds of employees have a short service life, which is less than two years. The shorter service life is a result of poor staff health, attitude, and welfare. This state decreases employee commitment to the organization, and the deteriorating economy caused by COVID 19, which continues to spread, decreases employee motivation and confidence in completing job. In other words, the self-efficacy of employees is declining.

From the summary of information about employees who resigned at the Lombok Raya Mataram Hotel in the table above, it can be concluded that the number of employees who left in 2020–2021 is relatively high. It affects the level of employees’ organizational commitment and limits the organization’s or company’s sustainability in achieving its goals. In its implementation, due to a lack of human resources to maintain and fulfill the organization’s or hotel’s goals and sustainability, Hotel Lombok Raya Mataram conducts recruitment.

2. Literature Review

2.1. Self-Efficacy

Self-efficacy is a person’s belief that he can do something and give results as expected [6]. According to Robbin and Judge (2013), “self-efficacy” is a person’s belief in his ability

to perform the tasks entrusted to him [7]. According to Bandura (1997), there are three dimensions of self-efficacy, namely:

1. Magnitude

This aspect has to do with the difficulty of the task. Suppose the tasks are imposed on the individual according to the problem. The difference in self-efficacy individually may be found in simple, medium or high tasks.

2. Generality

This aspect relates broadly to the field of duties or behavior. Some experiences constantly lead to the authority of assumptions in a particular area of task or behavior, while other experiences generate beliefs that cover a broad scope of effort.

3. Strength

This aspect has to do with the level of strength or steadiness of a person's beliefs. A lower level of self-efficacy is easily shaken by experiences that weaken it. In contrast, a person with solid self-efficacy is diligent in improving his efforts despite the incidents that undermine him.

2.2. Perceived Organizational Support (POS)

Perceived organizational support (POS) is the widespread opinion that an organization recognizes employee contributions and is concerned with employee welfare. Employees are more devoted and satisfied with their employer. Increased perceived organizational support (POS) can motivate employees to contribute to the organization's success, care about its welfare, and assist in achieving its objectives. My positive employment history can enhance individuals' impression of good organizational support [8]. According to Rhoades and Eisenberger (2002), perceived organizational support has three components, including [4].

1. Fairness

In this case, the company or organization is concerned for its employees' welfare. This procedural fairness involves how it determines how to distribute resources among employees.

2. Supervision Support

Employees develop their views on the extent of contributions from their superiors and the extent of their concern for employee well-being, according to Kottke and Sharafinski [4].

3. Organizational Reward and Job Conditions

In Rhoades and Eisenberger, there are forms of organizational rewards and working conditions such as salary, security in work, independence, and training.

2.3. Organizational Commitment

According to Robbins and Judge (2013), organizational commitment is a circumstance in which employees support an organization's objectives and membership retention goals [7]. Organizational commitment is the state in which personnel side with a certain organization and intend and expect to continue their natural membership in that organization. According to Luthans (2011), organizational commitment has three dimensions [2]:

1. Affective Commitment

It arises when employees desire membership in the organization. It occurs due of the employee's emotional attachment.

2. Continuance Commitment

It occurs when employees remain in a company because they require a wage and other perks or are afraid about leaving-related costs.

3. Normative Commitment

As a result of commitments and responsibilities to the corporation based on employee conventions, values, and beliefs, you are required to remain in the organization due to your Feelings.

2.4. Research Hypothesis

Following the concept model described below, the following is the hypothesis of this study:

Hypothesis 1: Self-Efficacy(X1) is suspected of affecting Organizational Commitment (Y) in Lombok Hotel Employees Raya

Hypothesis 2: Perceived Organizational Support (X2) affects Organizational Commitment (Y1) in employees of Hotel Lombok Raya

Hypothesis 3: Self-Efficacy (X1) and Perceived Organizational Support (X2) are suspected of having a simultaneous effect on Organizational Commitment (Y1) in Lombok Raya Hotel Employees.

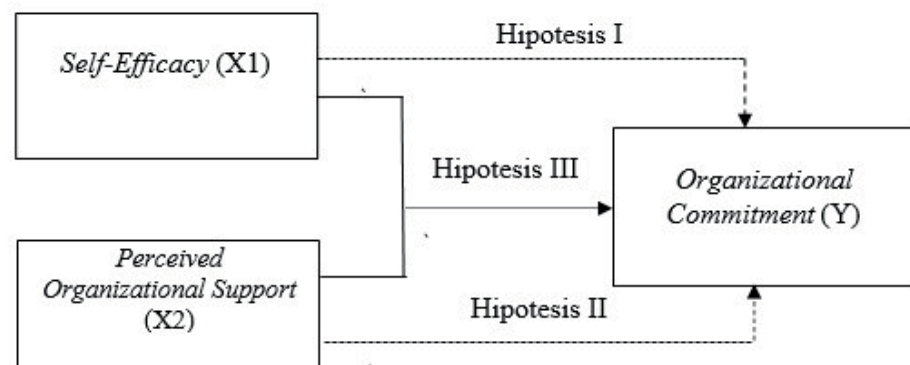


Figure 1: Hypothesis Model. Source: Author's own work.

3. Methods

The research employs an approach (Explanatory Research) or what is often referred to as quantitative research, which seeks to determine the relationship between independent (X) and dependent (Y) variables. According to Sugiyono (2018), Explanatory Study is a type of research that aims to uncover the position of the examined variables and the influence of one variable on another [9]. This study employs a Likert scale measurement scale, which is measured and described using variable indicators.

In this investigation, a simple random sampling method was utilized to determine the sample size. Random sampling, according to Sugiyono (2018), is the collection of sample members from a population without respect to the strata or levels existent in the population [9]. Based on the Slovin formula, 103 Lombok Raya Mataram Hotel employees were used to determine the sample size for this study. This study was aided by the application of SPSS.

4. Results and Discussion

4.1. Descriptive Analysis

In this study, the object or respondent used by the researcher was an employee of the Lombok Raya Hotel. Respondents were asked to fill out a questionnaire related to this study. Male respondents were 81 (78.6%), and female respondents were 22 (21.4%). Most respondents in this study were 40–43 years old, and the most educated group were vocational school graduates. The respondents consisted of nine work divisions.

4.2. Inferential Analysis

TABLE 1: Classical Assumption Test Results.

	Result	Information
Normality Test	0,155	Normal
Multicollinearity Test	1.056 (VIF) 0,947 (Tolerance)	No Multicholinaraty Occurs
Heteroskedasticity test	Points spread and do not form a pattern	No heteroscedastic occurs
Glejeser Test	>0,05	Not experiencing Heteroskedasticity

Source: Author's own work

The regression coefficient for the variable self-efficacy (X1) is 0.177. It suggests that the self-efficacy variable positively effects organizational commitment, which means that a one-unit increase in the self-efficacy variable will affect organizational commitment by 0.177, given that no other factors are examined in this study. The regression coefficient for the variable perceived organizational support (X2) is 0.205. It demonstrates that perceived organizational support effects organizational commitment positively. Assuming that no other factors were analyzed in this study, a one-unit increase in the perceived organizational support variable will have a 0.205 effect on organizational commitment.

4.3. t-Test Results

The significance value of the influence of self-efficacy (X1) on organizational commitment (Y) is 0.019 < 0.05, then the estimated value of t is 2.387 > table of t 1.984. Therefore, H01 is rejected and Ha1 is accepted, indicating that self-efficacy influences organizational commitment significantly.

The relationship of POS or perceived organizational support (X2) on organizational commitment (Y) has a significant value of 0.012 < 0.05, and the estimated t value is 2.553 > t table 1.984, as shown in the SPSS 26 table of t-test findings for the perceived organizational support variable (X2). This means that whereas H02 is rejected, Ha2 is accepted, indicating that self-efficacy has a substantial impact on organizational commitment.

4.4. F Test Results

From the table of F test results on SPSS 26, it can be seen that the significance values of self-efficacy (X1) and perceived organizational support (X2) to organizational commitment (Y) are 0.008 < 0.05 and f calculation 5.112 > f table 3.09. It proves that Ho3

is rejected and H_{a3} is accepted. It means that there is a significant influence of self-efficacy (X1) and perceived organizational support (X2) on organizational commitment (Y).

4.5. Coefficient of Determination Test Results

Based on the table of R² test results above, it is known that the value of the coefficient R square (R^2) is 0.93%. It can be concluded that the magnitude of the influence of the variables self-efficacy and perceived organizational support on organizational commitment is 0.093 (0.93%).

5. Discussion

This study seeks to examine the influence of self-efficacy (X1) on organizational commitment (H1) (Y). The analysis of data using the t-test revealed that the self-efficacy variable had a p-value of less than 0.05. (0.0000.05). It demonstrates that H1 is acceptable because the value of t counts is greater than t table ($5.777 > 1.984$). It demonstrates how self-efficacy significantly and directly influences organizational commitment. Additionally, the findings indicate that self-efficacy has a less impact on organizational commitment than does perceived organizational support (POS). This study's results align with Malkova's (2017) research, which states that self-efficacy positively affects organizational commitment [10]. There is a significant favorable influence of self-efficacy on organizational commitment. Dewi (2020) also revealed in her research that self-efficacy positively affects organizational commitment [11]. Research by Maria et al. (2021) states that self-efficacy positively affects organizational commitment [12]. In addition, Fang's (2001) research shows that self-efficacy positively affects organizational commitment [13].

This study's second hypothesis tests the relationship between perceived organizational support (X2) and organizational commitment (Y). Using the t-test to analyze the data, it was determined that the perceived organizational support (POS) variable had a significance of less than 0.05 (0.0000.05). It demonstrates that H2 is acceptable since the value of t counts is more than t table ($6,232 > 1,984$). It describes how perceived organizational support (POS) has a direct and significant effect on organizational commitment. The data also indicate that the perceived organizational support (POS) variable has a greater impact on organizational commitment than does self-efficacy. This study is consistent with Cahayu et al. (2019)'s assertion that perceived organizational support influences organizational commitment [14]. In addition, Anggita (2021) and Fitria (2018) have undertaken research that validates the outcomes of this study [15-16]. Ersoy (2014)

conducted study in the same hospitality industry and concluded that organizational support also boosts commitment [17].

The third hypothesis of this study explores the connection between organizational commitment (X2), perceived organizational support (X2), and self-efficacy (X1) (Y). The organizational commitment variable's significance threshold for the F test's data analysis was less than 0.05. (0.0080.05). It demonstrates that self-efficacy and perceived organizational support (POS) affect organizational commitment simultaneously. This study is backed by Purnami (2017) and Marwan (2018), who found that self-efficacy and perceived organizational support have a significant and beneficial impact on organizational commitment [18-19].

6. Conclusion

According to the findings of the research and discussion, self-efficacy significantly and favorably influences organizational commitment. Second, organizational commitment is positively and significantly influenced by perceived organizational support. Among the workers of Hotel Lombok Raya, there is a strong and favorable correlation between self-efficacy and perceived organizational support for organizational commitment. The outcomes of descriptive data analysis show that staff members of the Lombok Raya Mataram hotel are worried about the future and sustainability of the company or hotel.

7. Suggestion

7.1. For Companies

Based on the research results, it is hoped that the Lombok Raya Mataram Hotel will improve employee self-efficacy by explaining what tasks are needed and continuing to conduct training. Training is carried out to get quality human resources to increase employee organizational commitment and pay more attention to its employees' welfare and appreciating employee contributions so that the level of employee organizational commitment is even better.

7.2. For Future Researchers

In this study's coefficient of determination test (R^2), self-efficacy and perceived organizational support had little effect on organizational commitment. Meanwhile, other major influences are influenced by other variables outside of the variables studied. It is also

recommended to use fewer respondents. It is hoped that subsequent researchers will be able to use or develop and consider other variables.

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