

THE EFFECT OF WORK COMMITMENT AND INTERPERSONAL COMMUNICATION ON CREW WORK SATISFACTION ON THE MT SINDANG SHIP

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ABSTRACT

This study explores how Commitment and Communication influence Job Satisfaction among employees of the MT Sindang. Data analyzed using SPSS 19.00 reveal that both Commitment and Communication have a simultaneous impact on Job Satisfaction. Detailed analysis shows that Commitment significantly correlates with Job Satisfaction, as does Communication. However, the findings do not entirely validate the overall hypothesis, suggesting that further research is needed to fully understand the combined effect of Commitment and Communication on Job Satisfaction. These insights are crucial for organizational management and human resource strategies aiming to enhance employee Job Satisfaction.

Keywords: Commitment, Communication, Job Satisfaction

1. INTRODUCTION

This study aims to clarify and deepen the understanding of human resource management, focusing on the impact of work commitment and interpersonal communication on the job satisfaction of Ship Crew (ABK) at MT Sindang. This study connects existing literature with current phenomena and previous research findings to provide comprehensive and relevant insights. Communication is an important element in organizations, including in shipping environments such as MT Sindang. Effective communication affects organizational goals, motivation, and member commitment. Good communication helps clarify roles, improve performance, and encourage collaboration. It encompasses a variety of patterns, including interactions between superiors and subordinates, as well as between fellow crew members, and must support two-way communication to achieve organizational goals.

Work commitment is also a key factor influencing job satisfaction and performance. Commitment includes identification with organizational values, involvement in organizational efforts, and loyalty. High commitment can increase organizational competitiveness, belief in goals, and individual and team performance. This study will examine how work commitment influences ABK satisfaction and performance at MT Sindang. Current literature often emphasizes communication within organizations, while the influence of job commitment on satisfaction and performance, especially in the shipping context, remains under-explored.

Previous research, such as Taurisa (2012), examined how organizational culture and job satisfaction impact organizational commitment and employee performance. The study found that higher job satisfaction among employees at PT. Sido Muncul leads to greater organizational commitment. Therefore, it is crucial for PT. Sido Muncul to adopt policies that enhance job satisfaction to improve organizational commitment. Additionally, research by Zuhendra et al. (2023) highlighted the importance of maintaining harmonious communication between supervisors, subordinates, and colleagues. It is recommended that leaders involve employees in decision-making to ensure that information is effectively communicated and well received. Furthermore, Pinasthi & Mahfudiyanto (2024) investigated the effects of organizational communication and commitment on job satisfaction in the context of PT. Karya Mekar Dewatamali Jombang. Their findings indicate that both organizational commitment and communication positively influence job satisfaction.

Previous research has identified several research gaps in the study of job satisfaction and job commitment. First, although there is a positive relationship between job satisfaction and performance, the results vary by context and industry, suggesting the need for further study of contextual factors such as industry and organizational culture. Second, many studies focus on the technical aspects of job satisfaction, neglecting the social and psychological dimensions such as interpersonal relationships and social support, which are also important. Third, research on the interaction between different types of job commitment and satisfaction is limited, with little consideration of individual differences and specific situations. Finally, studies on internal communication and job satisfaction often

focus on specific sectors, while applications across different types of organizations are underexplored. These gaps suggest the need for more integrated and contextual research.

2. LITERATURE REVIEW

2.1 Work Commitment

In the world of work, commitment to the organization is often a very important issue. Many organizations even include commitment as a requirement in job advertisements (Sri et al., 2024) . However, although this is common, both employers and employees often do not fully understand the meaning of commitment. A deep understanding of commitment is essential to creating conducive working conditions, so that the organization can run efficiently and effectively. (Zulfikar, 2021) .

2.2 Communication

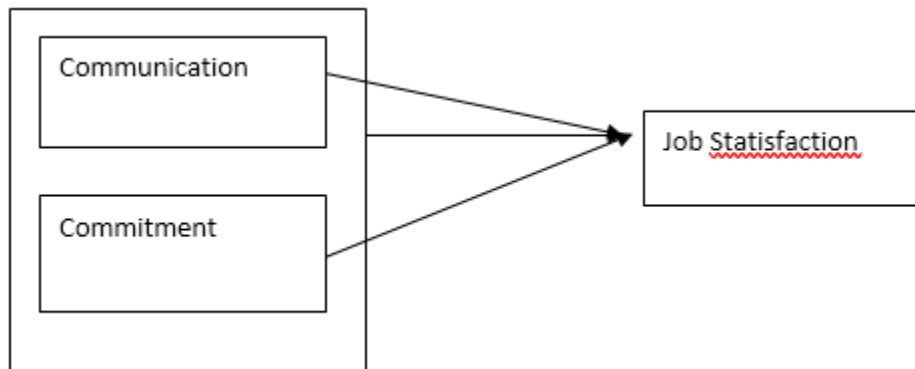
Along with the development of information technology, communication theory has also progressed. Contemporary communication theory, which developed from classical communication theory, sees communication as a complex phenomenon and not merely pragmatic. (Suwanto et al., 2021) , (Siagian, 2018) defines communication as a dynamic process of transmitting and receiving meaningful information, emphasizing the importance of clarity and effectiveness of communication in business organizations.

2.3 Performance Satisfaction

Job satisfaction is described as an emotional state, either positive or negative, that stems from evaluating one's work experience (Basri & Rauf, 2021). Gusroni (2021) defines it as a positive emotional response derived from assessing one's job experiences. Paramita & Latief (2022) characterize job satisfaction as the emotional reaction to work, which influences employee attitudes. They view job satisfaction as a comprehensive attitude toward work based on an evaluation of its various aspects.

2.4 Research Gap

Figure 1. Framework of Thought



Hypothesis Formulation:

- a. H1: Commitment positively impacts job satisfaction.
- b. H2: Effective communication positively influences organizational commitment.
- c. H3: Job satisfaction acts as a mediator between organizational commitment and employee performance.

3. RESEARCH METHODOLOGY

This study uses a quantitative approach to measure the relationship between workload, work environment, and work stress with numerical data. This study uses a correlational survey design to explore the relationship between these variables. The population is employees in the logistics and equipment sector at BNPB with 60 respondents. Data processing uses the SPSS application. Data testing with descriptive statistical tests, hypothesis testing.

4. ANALYSIS RESULTS AND DISCUSSION

4.1 Reliability Test of Commitment Variable

Table 1. Index Reliability Statistics of Commitment Variables

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,848	,846	46

Source: SPSS Output

The results of the reliability statistics show a Cronbach's Alpha figure of 0.848, which is greater than the threshold of 0.60. This indicates that all 46 questions in the questionnaire for the Commitment variable are declared reliable. In other words, there is consistency in the respondents' answers to the questions asked, and the reliability of the Commitment variable has been guaranteed after one iteration.

4.2 Reliability Test of Communication Variables

Table 2. Reliability Statistics Index of Communication Variables

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,862	,862	9

Source: SPSS Output

The statistical reliability results show a Cronbach's Alpha number of 0.846, which is higher than the threshold of 0.60. Based on this criterion, all 9 questions on the communication variable are declared reliable, indicating consistency in respondents' answers to the questionnaire. The reliability output figure for the communication variable shows adequate results after one iteration.

4.3 Reliability Test of Job Satisfaction Variables

Table 3. Index Reliability Statistics of Job Satisfaction Variables

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,781	,781	5

Source: SPSS Output

The results of the reliability statistics of the Cronbach's Alpha value show 0.781, which is greater than 0.60, thus all of the question items are declared reliable. This means that there is consistency in the respondents' answers to the questionnaire questions submitted to the Job Satisfaction variable.

4.4 Data Analysis of the Influence of Commitment and Communication on Job Satisfaction.

Table 4.18 Variables of Commitment, Communication and Job Satisfaction

Descriptive Statistics			
No	X1	X2	Y
1	2040.19	442.6	202.38
2	2083.01	379.16	214.41
128	1966.77	357.53	270.52

Source: SPSS Output

The 35steps 35are: (a) Open the SPSS file, (b) Open the data output in the item statistics section, the mean and standard deviation will appear, (c) Click transform, (d) Click compute 35ampake , € The target ampake icon will appear 35, (f) Fill in X1, (g) The next step is to click numeric expression, (h) Then in the numeric expression, fill it in by clicking Ix101 + Ix102 ++ Ix131, (g) set.

4.5 Analysis of Commitment (X1) and Communication (X2) Variables on Job Satisfaction (Y) Simultaneously

The calculation results are 35shown in Table 4.19 as follows:

Table 4. Research Structure Summary Model

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,383 ^a	,147	,133	34,35807	1,137

a. Predictors: (Constant), Komunikasi, Komitmen

b. Dependent Variable: Kepuasan Kerja

Source: SPSS Output

Based on Table 4.19, the R value is 0.383, indicating a weak correlation between Job Satisfaction (Y) and both Commitment (X1) and Communication (X2), as it is below 0.4. The coefficient of determination (R Square) is 0.147, and the adjusted coefficient of determination (Adjusted R Square) is 0.133. This means that the R Square (r^2) or Coefficient of Determination is 0.147, which translates to 14.7% (calculated as: $r^2 \times 100\%$). This figure signifies that the combined effect of Commitment and Communication on Job Satisfaction accounts for 14.7%, while the remaining 85.3% (100% - 14.7%) is influenced by other factors not included in this regression model.

Table 5. Anova Research Structure

ANOVA (b)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	25434,041	2	12717,020	10,773	,000(a)
	Residual	147559,661	125	1180,477		
	Total	172993,702	127			

a Predictors: (Constant), Communication, Commitment

b Dependent Variable: Job Satisfaction

Source: SPSS Output

The F table number can be seen in the F table with a significance level (α) of 0.05 at $df_1 = k - 1$ (3 - 1 = 2) and $df_2 = n - k$ (128 - 3 = 125) which is 3.00. From the anova table, it can be seen that the F count of 10.773 is smaller than the F table of 3.00, (10.773 > 3.00), so H_0 is rejected and H_1 is accepted, meaning it is significant.

4.6 Partial Analysis of Commitment and Communication on Job Satisfaction.

Table 6. t-test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	185,524	45,184		4,106	,000
	Komitmen	,065	,019	,288	3,412	,001
	Komunikasi	-,189	,050	-,318	-3,768	,000

a. Dependent Variable: Kepuasan Kerja

Source: SPSS Output

a. The Influence of Commitment on Job Satisfaction:

The analysis results indicate a significant impact of Commitment (X1) on Job Satisfaction (Y). With a probability value (sig) of 0.001, which is less than the significance threshold of $\alpha = 0.05$, H0 is rejected and H1 is accepted. This signifies that there is a notable influence of Commitment on Job Satisfaction.

b. The Influence of Communication on Job Satisfaction:

Testing the influence of Communication (X2) on Job Satisfaction (Y) also shows significant results. The probability value (sig) is 0.000, which is much smaller than $\alpha = 0.05$. Therefore, H0 is rejected and H1 is accepted, indicating a significant influence between Communication on Job Satisfaction.

4.7 Correlation Analysis Between Commitment, Communication and Job Satisfaction Variables

Table 7. Correlation Analysis Results

		Correlations		
		Commitment	Communication	Job satisfaction
Commitment	Pearson Correlation	1	,201(*)	,224(*)
	Sig. (2-tailed)		,023	,011
	N	128	128	128
Communication	Pearson Correlation	,201(*)	1	-,260(**)
	Sig. (2-tailed)	,023		,003
	N	128	128	128
Job satisfaction	Pearson Correlation	,224(*)	-,260(**)	1
	Sig. (2-tailed)	,011	,003	
	N	128	128	128

* Correlation is significant at the 0.05 level (2-tailed).

Source: SPSS Output

4.7.1 Correlation of Commitment with Communication:

- The probability value (sig) is 0.023, which is smaller than $\alpha = 0.04$, indicating that the correlation between Commitment (X1) and Communication (X2) is significant. The magnitude of the correlation is 0.201, indicating a weak relationship.

4.7.2 Correlation of Commitment with Job Satisfaction:

- The probability value (sig) is 0.011, which is smaller than $\alpha = 0.04$, indicating a significant correlation between Commitment (X1) and Job Satisfaction (Y). The magnitude of the correlation is 0.224, which is weak but significant.

4.7.3 Correlation of Communication with Job Satisfaction:

- The probability value (sig) is 0.003, which is smaller than $\alpha = 0.04$, indicating a significant correlation between Communication (X2) and Job Satisfaction (Y). The magnitude of the correlation is -0.260, indicating a significant relationship although negative.

4.8 Discussion

4.8.1 Commitment and Communication Simultaneously Influence Job Satisfaction

The results of the hypothesis test show that there is an influence of Commitment and Communication on Job Satisfaction. Commitment and communication work together to create a supportive work environment. High commitment is often accompanied by better communication because committed employees are more actively involved and participate in constructive dialogue. Conversely, effective communication can strengthen commitment by providing necessary information and supportive feedback. When these two factors work together, they mutually reinforce their impact on job satisfaction. Commitment provides a boost of motivation and a sense of responsibility, while effective communication ensures that employees feel supported and involved, increasing overall satisfaction. The results of this study are supported by (Pinasthi & Mahfudiyanto, 2024) ,

4.8.2 The Influence of Commitment on Job Satisfaction

The results of the commitment test have an effect between commitment and job satisfaction, because committed employees have a sense of ownership of their work, high motivation, and the ability to manage conflict well. All of these factors contribute to a more positive and satisfying work experience, making commitment a key factor in job satisfaction. This is in accordance with the results of research from (Taurisa, 2012) , (Zulhendra et al., 2023) and (Almeida et al., 2016).

4.8.3 The Influence of Communication on Job Satisfaction

Based on the calculation results, it was found that there is an influence between Communication and Job Satisfaction, because it helps reduce uncertainty, build positive relationships, provide feedback and support, resolve conflicts, and increase motivation and engagement. Effective communication creates a supportive and satisfying work environment, which ultimately increases employee job satisfaction. This is in accordance with the research results from (Miranda et al., 2023) , (Suwanto et al., 2021) , (Septia Rahman & Irma, 2019) in contrast to (Pinasthi & Mahfudiyanto, 2024) that communication has no effect on job satisfaction.

5. CONCLUSION

5.1 Conclusion

Commitment and Communication simultaneously affect Job Satisfaction of MT Sindang employees. Partially, the influence of Commitment and Communication variables on Job Satisfaction is: The results of the study indicate a significant relationship between Commitment and Job Satisfaction. The results of the study indicate a significant relationship between Communication and Job Satisfaction.

5.2 Research Limitations

Limitations arise from the inherent imperfections of human endeavors, including those of researchers. Researchers acknowledge the challenge of formulating questions or statements that are easily comprehensible to respondents. Efforts are made to translate theoretical indicators into understandable questions or statements. However, these interpretations are derived from theories applied to a limited number of respondents.

5.3 Suggestion

Some suggestions that can be given to further researchers are to expand the scope of their research not only to one agency but can be done in the future so that more respondents can be used so that different conclusions can be obtained to increase insight and knowledge.

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