

# Hubungan persepsi karyawan atas penyelesaian perselisihan perjanjian kerja bersama (PKB) terhadap komitmen organisasi di PT. Telkomsel = Relations of perception of employees from the result of dispute settlement the collective labour agreement (CLA) against commitment organization at Telkomsel Ltd

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## Abstrak

### <b>ABSTRAK</b>

Skripsi ini membahas tentang hubungan persepsi karyawan PT. Telkomsel atas hasil penyelesaian perselisihan Perjanjian Kerja Bersama (PKB) terhadap komitmen organisasi. Penelitian ini menggunakan pengumpulan data dengan kuisioner dan wawancara. Variabel independen dari penelitian ini adalah hubungan industrial hasil penyelesaian perselisihan PKB, yang dinilai dengan tiga indikator, yaitu : komunikasi, kesejahteraan karyawan dan sarana hubungan industrial. Sedangkan variabel dipendennya adalah komitmen organisasi yang dinilai dengan tiga dimensi, yaitu : affective commitment, continuance commitment dan normative commitment. Kesimpulan yang didapat adalah adanya hubungan antara persepsi karyawan atas hubungan industrial terhadap komitmen organisasi di PT. Telkomsel.

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### <b>ABSTRACT</b>

This thesis discusses the Relations of Perception of Employees on the result of Dispute Settlement The Collective Labour Agreement (CLA) Against Commitment Organization from at Telkomsel Ltd. This study uses data collection with questionnaires and interviews. Independent variables of this study is industrial relations from the results of dispute settlement from CLA , which was assessed by three indicators, namely: communication, employee welfare and means of industrial relations. While the dependent variable is organizational commitment was assessed by three dimensions: affective commitment, continuance commitment and normative commitment. The conclusion is there is significant relationship between employee perceptions on the result of Dispute Settlement The Collective Labour Agreement (CLA) againts commitment organization.