

## ABSTRAKSI

Penelitian ini bertujuan untuk menganalisis pengaruh *learning organization*, kompleksitas tugas dan *continuence commitment* terhadap kinerja *sales officer* dengan kepuasan kerja sebagai variabel intervening pada Bank Danamon Cluster Kendal. Populasinya adalah keseluruhan *sales officer* Bank Danamon Cluster Kendal sebesar 48 orang. Melihat jumlah populasi yang kecil, maka layak untuk diambil semua untuk dijadikan sebagai sampel sehingga penelitian ini merupakan penelitian sensus. Alat analisisnya adalah path analisis, dimana sebelumnya dilakukan uji validitas dan reliabilitas serta uji asumsi klasik.

Hasil penelitian menunjukkan bahwa *learning organization* dan *continuence commitment* terbukti berpengaruh positif terhadap kepuasan kerja dan kinerja *sales officer*. Sedangkan kompleksitas tugas berpengaruh negatif terhadap kepuasan kerja dan kinerja *sales officer* dan kepuasan kerja berpengaruh positif terhadap kinerja *sales officer*. Kepuasan kerja tidak mampu menjadi variabel intervening antara *learning organization* dan *continuence commitment* terhadap kinerja *sales officer*. Kepuasan kerja mampu menjadi variabel intervening antara kompleksitas tugas dengan kinerja *sales officer*, dapat diartikan bahwa semakin *sales officer* dihadapkan dengan tugas-tugas yang meragukan, penuh tekanan atau tugas yang kompleks, maka tentu akan menurunkan kepuasan kerja sehingga akan berdampak pada pencapaian kinerja *sales officer* secara maksimal.

Kata Kunci : Learning organization, kompleksitas tugas, *continuence commitment*, kepuasan kerja dan kinerja *sales officer*.

## ***ABSTRACT***

This study aims to analyze the influence of learning organization, task complexity and continuance commitment to sales officer performance with job satisfaction as intervening variable at Bank Danamon Cluster Kendal. Its population is the total sales officer of Bank Danamon Cluster Kendal of 48 people. Looking at the small number of populations, it is worth taking all of them to serve as samples so that this study is a census study. The analytical tool is the path of analysis, where previously tested the validity and reliability as well as the classical assumption test.

The results showed that the learning organization and continuance commitment proved to have a positive effect on job satisfaction and sales officer performance. While the complexity of duty negatively affect job satisfaction and performance of sales officer and job satisfaction have a positive effect on sales officer performance. Job satisfaction is not able to be variable intervening between learning organization and continuance commitment to sales officer performance. Job satisfaction can be an intervening variable between task complexity and performance of sales officer, it can be interpreted that the more sales officer faced with dubious tasks, full of pressure or a complex task, it will reduce job satisfaction so that will impact on achievement of sales officer performance maximum.

Keywords: Learning organization, task complexity, continuity commitment, job satisfaction and performance of sales officer