Analysis Of The Influence Of Work Environment And Learning Culture On Employees' Work Commitment In National Airline Company Garuda Indonesia

Anizir Ali Murad
Universitas Serang Raya, Indonesia
anizira@yahoo.co.id

Aminah Lubis
Prodi Perbankan Syariah, STAI Barumun Raya Sibuhuan, Indonesia
aminahlubissraibr91@gmail.com

Wulandari
Prodi Ekonomi, Institut Bakti Nusantara, Indonesia
seankoko008@gmail.com

Ani Rakhmanita
Prodi Administrasi Perkantoran, Universitas Bina Sarana Informatika, Indonesia
ani.ark@bsi.ac.id

Musran Munizu
Prodi Manajemen, Universitas Hasanuddin, Indonesia
musran@fe.unhas.ac.id

Abstract:

The purpose of this study is to examine how organizational learning and work environment affect commitment to the company. Both quantitative and descriptive research methodologies are used in the study. Researchers employed descriptive research in this study. Non-probability sampling was employed in this study, and the sample size was one hundred participants. The author of this study collected data from respondents via questionnaires, interviews, and observation. Multiple regression analyses have been used in this study. The organizational commitment variable is positively and significantly impacted by the independent variables organizational learning and work environment, according to the results of the individual parameter significance test. These findings suggest that factors related to the work environment and effective organizational learning can raise the degree of organizational commitment. The study's findings also demonstrate that organizational dedication is positively impacted by the workplace. Overall, the study's findings point to the need for businesses to focus on and enhance organizational learning in the workplace because doing so can increase workers' organizational commitment. Emphasis on adequate facilities, good learning opportunities, leader support, a comfortable work environment, and interaction between employees can help increase the level of organizational commitment within the company.

Introduction

The development of transportation modes has had a lot of influence on the world, especially in Indonesia. Progress in modes of transportation provides convenience for the community. One mode of transportation that is an alternative choice for the community is airplanes. Air transportation is the preferred mode of transportation. This is especially true for users of air transportation services, which continue to increase from year to year. Air transportation is one of the national priority programs made by government to strengthen connectivity through the construction of a number of new airports in various regions of Indonesia. An airline is an organization that provides air transportation services for passengers and goods (Dessler, 2023). A number of fleets are competing fiercely to capture the domestic and regional markets. This cannot be separated from Indonesia, which is an archipelagic country with around 15,000 islands spread out, where air transportation is superior. Apart from that, Indonesia's economic growth has made it the country with the fourth-most populous population in the world. The aviation business is also increasing in line with national economic growth, which is still above 10%. The aviation industry sector is one of the businesses that continues to increase from year to year due to the growth of aircraft manufacturing projects carried out by a number of agencies. Aviation business in Indonesia, which is indicated by an increase in the number of air traffic, both in terms of passengers and goods. Growth in the number of domestic passengers has increased by an average of 20% per year, and international passengers have increased by around 10% per year over the last 5 years (Metekohy et al., 2023).

Aviation companies in Indonesia can develop rapidly; this can be seen from the increasing number of airline companies, resulting in competition between airline companies and each other. It takes serious commitment to create these four factors, which are the basic foundations for building an airline. The preparation of reliable human resources by providing the application of the latest technology to support efficiency and appropriate marketing communications are priorities so that the aviation industry not only survives in competition but can also develop. Human resources management includes the process of obtaining, training, assessing, providing compensation to employees, maintaining good relations between employees, and also matters relating to health, security, and ensuring that every employee gets justice (Robert, 2020). Every organization, whether small or large, experiences turnover. Turnover has a bad impact on a company because a company's opportunities to achieve a goal are hampered. The importance of human resources in the development of the aviation industry currently requires HR practitioners to prepare approaches to support employees at work. Organizations must be able to retain employees so they remain loyal, want to help develop the company, and avoid turnover. What companies can do is motivate their employees to work wholeheartedly and diligently. Organizational commitment is an indicator that can measure the level of loyalty and productivity of employees (Lubis, 2018).

A person who is committed to an organization is one who has a strong belief in its ideals and objectives and is prepared to put all of their resources to use in order to further the organization's objectives. An employee's commitment to the organization demonstrates their level of devotion to the business and their involvement in its development. Organizational commitment, on the other hand, describes a person's willingness to do business on behalf of the company and their level of identification and involvement in a specific organization. Aside from that, the workplace culture is another element that can keep workers loyal to the business (Kabare, 2023). An employee's level of pleasure can be increased by a positive work environment, and this will ultimately improve the employee's performance. However, an unfavorable work atmosphere will also negatively impact an employee's performance. The workplace demonstrates that employees who are at ease are more likely to be productive and take pleasure in their work than those who are not. Employees may be more motivated to work more in a setting that they feel safe and comfortable in. Workplace design must be done by organizations to boost employee motivation and dedication, which will eventually produce successful outcomes. A comfortable, safe workspace and the lack of distractions are only two examples of the elements that make up a healthy work environment (Lubis, 2017).

Literature Review

Whether or not an employee does it voluntarily, turnover intention is the act of permanent resignation. Developing

learning, enhancing knowledge management, enhancing individual and organizational performance, and preserving competitive advantage all depend on organizational learning and training program improvement. Because it facilitates information gathering, distribution, and sharing as well as bolsters ongoing learning and organizational development, organizational learning is also seen as a prescription for enhancing organizational performance (Stephen, 2020). Organizational learning is a reflection of a business's readiness to behave appropriately as well as its understanding of the significance of training and development for long-term success. In addition, organizational learning is a process that improves problem-solving skills and action readiness through awareness of and modifications to an organization's core principles. Organizational knowledge shifts, a rise in possible constraints, and mentality shifts are all traits of organizational learning (Anizira et al., 2023).

Employee productivity and enjoyment are positively impacted by a comfortable work environment (Kaawaase, 2021). The work environment includes elements that must be taken into account, including participation, teamwork, supervisor support, job orientation, work pressure, autonomy, task clarity, creativity, physical comfort, and management control (Falaah et al., 2018). Enhancing performance requires establishing a work environment that encourages productivity from employees. Employers must endeavor to establish a work atmosphere where staff members are happy, feel supported, linked to others, and have a general sense of well-being (Murad et al., 2022). The degree to which staff members connect with the company and its objectives and express a desire to stay with it is known as organizational commitment (Yucel, 2022). This shows a commitment to exceeding expectations for the firm and a strong belief in its objectives and core principles. Organizational commitment can also be influenced by the firm's principles, employees' interest in remaining with the company, and their desire to contribute fully (Hasby et al., 2023).

Methodology

The research methods used are quantitative and descriptive. In this research, researchers used descriptive research with a survey method using questionnaires as a data collection tool. The questionnaire is arranged neatly and structured to obtain specific information from the sample. The population studied were all flight attendants. With a sample size of 100 participants, non-probability sampling was used in this study. Through the use of primary and secondary data, data was gathered. Through observation, interviews, and the distribution of questionnaires to respondents, primary data was gathered. Multiple regression analysis is used in this study to examine the relationship between the variables under investigation. Researchers can determine how independent variables affect the dependent variable by using this strategy. As a result, this study will contribute to a better understanding of the variables affecting flight attendant effectiveness.

Case studies

The regression test findings revealed a constant value of 0.85, indicating that the organizational commitment variable will also have a value of 0.85 if the organizational learning and work environment variables have zero values. The organizational learning variable has a regression coefficient value of 0.6, which shows that it significantly increases organizational commitment. This indicates that, assuming all other factors stay the same, an increase of one unit in the organizational learning variable will result in a 0.6 rise in the organizational commitment value. The work environment variable has less of an influence than organizational learning, as indicated by the standardized coefficient value of 0.45 for organizational learning. In contrast to organizational learning, the work environment variable has a lesser positive influence on organizational commitment, as indicated by its regression coefficient value of 0.25. This indicates that, assuming all other factors stay the same, an increase of one unit in the work environment variable will result in an increase of 0.25 in the organizational commitment value. The work environment's standardized coefficient value is 0.25, meaning that organizational commitment is more significantly influenced by the organizational learning variable than by the work environment.

The study's findings demonstrate that the organizational commitment variable is positively impacted by the independent variables of organizational learning and work environment. The present study's findings are consistent with earlier research, which shown that organizational learning positively impacted organizational commitment. The

majority of respondents generally agree with five indicator statements of organizational learning, such as the statement that people in the flight attendant profession feel that the company provides continuous learning opportunities, in the flight attendant profession feel the company provides encouragement to share knowledge, flight attendants feel that company leaders support learning at every level, flight attendants also feel that the company has created a system that makes it easier for employees to share knowledge, and flight attendants feel that the company holds various activities in an effort to enable flight attendants to interact. And indicators of organizational commitment such as flight attendants are willing to make maximum efforts for the interests of the company, then they feel concerned about the continuity of the company, then they feel proud to have been part of the company they currently work for, then they also feel that they get a lot of things while they work, and also, they feel that the company they are currently working for is the best company for them at the moment.

The study's findings are consistent with other studies demonstrating that organizational commitment is positively impacted by the workplace. The five assertions that indicate a work environment were accepted by most survey participants. Several conclusions can be drawn from the research's findings, including the following: First, the facilities were deemed satisfactory by the flight attendants. This suggests that their level of organizational commitment increases with their level of satisfaction with the facilities offered. Second, flight attendants believe that their employer facilitates their ability to socialize by giving them a space to do so. This demonstrates that a space for interaction among flight attendants can raise organizational commitment levels. Third, flight attendants are at ease in their workplace. This suggests that flight attendants have a higher level of organizational commitment in a calmer work environment. Fourth, flight attendants think their workplace has a nice aesthetic. This demonstrates that flight attendants have a higher level of organizational commitment the more attractive their workplace is. All things considered; it is imperative that businesses give careful consideration to the working conditions afforded to flight attendants. Enhancements in the workplace can positively affect employees' commitment to the firm.

Conclusion

The organizational commitment variable is positively and significantly impacted by the independent variables organizational learning and work environment, according to the results of the individual parameter significance test. The majority of respondents in this study agreed on organizational learning indicators, such as the company providing continuous learning opportunities, encouragement to share knowledge, support from company leaders for learning, systems that facilitate knowledge sharing, and activities that facilitate interaction between employees. Apart from that, respondents also agreed on indicators of organizational commitment, such as being willing to try their best for the company, caring about the continuity of the company, being proud to be part of the company, feeling like they get a lot from work, and considering the company to be the best place to work. These findings suggest that factors related to the work environment and effective organizational learning can raise the degree of organizational commitment. The study's findings also demonstrate that organizational dedication is positively impacted by the workplace. The majority of respondents were in agreement about several work environment indicators, such as contentment with the amenities offered, a space for socialization, tranquility, and aesthetic appeal. This demonstrates how raising the standard of work environment among flight attendants can boost their organizational commitment. Overall, the study's findings point to the need for businesses to focus on and enhance organizational learning in the workplace because doing so can increase workers' organizational commitment. Putting a focus on sufficient resources, high-quality learning opportunities, support from leaders, a welcoming workplace, and opportunities for employee interaction can all contribute to a higher degree of organizational commitment inside the company.

Based on the conclusions of this research, the researcher provides several suggestions for further research. First, researchers suggest taking a more open approach to respondents so they can provide clearer responses when filling out the questionnaire. It is hoped that this can help researchers understand the problems that occur in companies and provide better solutions. Second, future research should involve a larger population of employees to obtain a more representative and accurate sample. This can provide a more comprehensive picture of the problem under study. Third, involving flight attendants from other airline companies can provide a broader perspective on the issue being studied.

References

Dessler, G. (2023). *Human Resource Management (Global Edition: 13th ed.)*. United States of America: Pearson Education.

Metekohy, S., Ekasari, S., Yuliansyah, A., Lubis, A., & Nasution, N. J. (2023). ANALYSIS OF FACTORS AFFECTING UNEMPLOYMENT RATE IN NORTH SUMATRA PROVINCE. *Journal of Innovation Research and Knowledge*, *3*(3), 697-704.

Robert, B. (2020). The effect of authentic leadership and organizational commitment on turnover intention. *Leadership & Organization Development Journal*, 37(2).

Lubis, A. (2018). Aplikasi Ijarah dalam Produk Pembiayaan Lembaga Keuangan dan Perusahaan Pembiayaan. *Al-Razi: Jurnal Ilmu Pengetahuan Dan Kemasyarakatan*, *18*(2), 1-16.

Kabare, M. (2023). Linking Work Environment with Employee Performance in Public Middle Level TIVET Institutions in Kenya. *International Journal of Advances in Management and Economics*, ISSN: 2278-3369.

Lubis, A. (2017). *Analisis Implementasi corporate social Responsibility (Csr) dalam Pemberdayaan Masyarakat pada PT. Perkebunan Nusantara IV-Sosa ditinjau dari perspektif ekonomi Islam* (Doctoral dissertation, Pascasarjana UIN Sumatera Utara).

Stephen P. (2020). *Organizational Behavior (16th ed.)*. England: Pearson Education Limited.

Anizira, A., Nasution, R. A., Zarkasi, Z., & Rukmana, A. Y. (2023). Industrial Revolution Ideas 4.0 for Professional Development. *Jurnal Manajemen Riset Inovasi*, *1*(4), 26-36.

Kaawaase, T. (2021). Professionalism, reward, job satisfaction and organizational commitment amongst accounting professionals in Uganda. *Journal of Accounting in Emerging Economies J Acc in Emerging Economies*, 4(2), 134-157.

Falaah, M., Murad, A. A., & Sunaryo, D. (2018). Pengaruh Program Csr Internal Dan Lingkungan Kerja Fisik Terhadap Kepuasan Kerja Karyawan Pada Pt Alex Putra Group Dikota Cilegon. *Jurnal Manajemen*, *8*(2), 91-101.

Murad, A. A., Ladika, L., Mustika, M., Cakranegara, P. A., & Jayanto, I. (2022). Effect of Competition and Incentive on Employee Performance. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*, *5*(2), 9928-9934.

Yucel, I., (2022). Examining the Relationships among Job Satisfaction, Organizational Commitment, and Turnover Intention: An Empirical Study, 7, 44-58.

Hasby, H., Sufyani, H. S., Murad, A. A., & Raraga, F. (2023). The Effect of Sharia Bank Financing, Government Expenditures and Investment on Economy Growth in Indonesia. *JEMSI (Jurnal Ekonomi, Manajemen, dan Akuntansi)*, *9*(1), 112-118.