

**ABSTRACT**

**THE EFFECT OF COACHING AND PERCEIVED ORGANIZATIONAL  
SUPPORT ON JOB SATISFACTION**

**(A Study on Non-Manager Employees of BPJS Kesehatan Tasikmalaya)**

**By:**

**FEBRIANA DEWI LESTARI**

**NIM 203402012**

**Guide I : Gusti Tia Ardiani**

**Guide II : Indi Ramadhani**

*The purpose of this study is to determine and analyze coaching, perceived organizational support, job satisfaction as well as the influence of coaching, perceived organizational support on job satisfaction in non-manager employees of BPJS Kesehatan Tasikmalaya City. The research method used is the survey method, while sampling using the non-probability sampling method uses full sampling or saturated samples. Data collection techniques were used for primary data through questionnaires from 48 respondents and interviews, secondary data obtained from literature reviews and BPJS Kesehatan Kota Tasikmalaya. The analysis tool uses path analysis. The results showed that coaching, perceived organizational support and job satisfaction is in the very high classification. Partial coaching and perceived organizational support positively affect job satisfaction. Coaching and perceived organizational support simultaneously affect job satisfaction.*

**Keywords: Coaching, Perceived Organizational Support and Job Satisfaction**

## ABSTRAK

### PENGARUH *COACHING* DAN *PERCEIVED ORGANIZATIONAL*

### *SUPPORT* TERHADAP *JOB SATISFACTION*

(Penelitian Pada Pegawai Non Manajer BPJS Kesehatan Kota Tasikmalaya)

Oleh

**FEBRIANA DEWI LESTARI**

**NIM 203402012**

**Pembimbing I : Gusti Tia Ardiani**

**Pembimbing II : Indi Ramadhani**

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis *coaching*, *perceived organizational support*, *job satisfaction* serta pengaruh *coaching*, *perceived organizational support* terhadap *job satisfaction* pada pegawai non manajer BPJS Kesehatan Kota Tasikmalaya. Metode penelitian yang digunakan adalah metode survei, sedangkan penarikan sampel menggunakan metode non probability sampling menggunakan full sampling atau sampel jenuh. Teknik pengumpulan data yang digunakan untuk data primer melalui kuesioner dari 48 responden dan wawancara, data sekunder diperoleh dari kajian pustaka dan pihak BPJS Kesehatan Kota Tasikmalaya. Alat analisis menggunakan analisis jalur. Hasil penelitian menunjukkan bahwa *coaching*, *perceived organizational support* dan *job satisfaction* dalam klasifikasi sangat tinggi. Secara parsial *coaching* dan *perceived organizational support* berpengaruh secara positif terhadap *job satisfaction*. *Coaching* dan *perceived organizational support* berpengaruh secara simultan terhadap *job satisfaction*.

**Kata kunci:** *Coaching*, *Perceived Organizational Support* dan *Job Satisfaction*