

ABSTRACT

Resti Nandania, 2013. The Role of Organizational Trust on Employee Loyalty at BCA of Malang Raya

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Keywords : Organizational Trust, Employee Loyalty

Employee is the most important resource in the company. It is then indeed that employee with high loyalty will be always the greatest hope for the company because the loyalty will ensure the optimal work and the achievement of the objective and goal of the company. Employee loyalty is developed when the employee feels comfort to work with company. One thing behind employee's comfort at work is the presence of organizational trust.

Employee loyalty is the willingness of employee to do the company task with full sense of awareness and responsibility to maximize company goal. The loyalty is easily developed if organizational trust is ensured. Organizational trust represents a positive expectation for any benefits to be given to company and employee in order to create a harmonic relationship.

The objective of research is to understand the role of dependent variable, employee loyalty, on the independent variable, organizational trust at BCA of Malang Raya. Research respondent is 70 employees. Data collection method is scale. Two research scales are used, such as 28-items employee loyalty scale and 25-items organizational trust scale. Analysis technique is simple linear regression analysis.

Result of research analysis is as following. Related to employee loyalty variable, 15 employees (21 %) have high loyalty, 42 employees (60 %) have moderate loyalty, and 13 employees (19 %) have low loyalty. In relative to organizational trust variable, 17 employees (24 %) have high organizational trust, 40 employees (57 %) have moderate organizational trust, and 13 employees (19 %) have low organizational trust.

Result of research indicates that two variables (employee loyalty and organizational trust) show positive relationship (r_{xy} 0.912 at $\text{sig} < 0.05$). It means that the relationship between employee loyalty and organizational trust is significantly positive at 0.000. This significance rate (2-tailed) is below or smaller than 0.05. The effective contribution or the predictive degree of organizational trust to employee loyalty is shown by coefficient of determinant $r^2 = 0.832$, meaning that 83.2 % employee loyalty is determined by organizational trust.