

Abstract

This research is aimed at finding out the effect of organization support and organizational communication on working motivation and their impacts on officer performance. There are factors affecting working motivation and the impact on officer performance: they are organization support and organizational communication of civil servants (PNS) working at Kodam XII Tanjung Pura Pontianak. The research problems raised in the investigation are the presence of the escalation of work absence of attendance from year to year which results in the decrease of work performance of the civil servants at Kodam XII Tanjung Pura Pontianak and how to improve work performance of officers through organization support and organizational communication on working motivation.

The population of this research was civil servants of Kodam XII Tanjung Pura Pontianak. This research employed census technique. The instrument analysis used in this research was Structural Equation Modeling (SEM) in the AMOS 22 software program.

The results of data analyses using SEM demonstrate that this investigation has fulfilled goodness of fit with the value of Chi Square = 110.764; Df = 1.130; Probability = 0.178; GFI = 0.894; AGFI = 0.988; CFI = 0.990; and RMSEA = 0.034. Of the five hypotheses examined in this research, all of them are accepted. The factor of organization support and organizational communication play a significant role on working motivation and in turn working motivation affects significantly on officer performance.

Key Words: Organization Support, Organization Communication, Working Motivation, and Officer performance.