ABSTRACT

Loyalty is very important for employees in any position in an organization or company. Employee who has high loyalty to their work and organization will have a positive impact on their work and organization and enable the organization to achieve its vision and mission well.

Based on this, it is necessary to know about the variables that affect loyalty which in this study focuses on employee loyalty to their work as operators at PT. Indonesia Power Grati POMU (Power Generation, Operation and Maintenance Services Unit). In this study, it is suspected that the variables of workload, work environment and training have an effect on loyalty.

The analysis used in this research is descriptive analysis and quantitative analysis. The quantitative approach used to partially determine the relationship between variables is using Structural Equation Modeling-Partial Least Square (SEM-PLS). IBM SPSS Statistics is also used in this research for simultaneous data analysis.

The results of the descriptive analysis show that in general the workload variable (X1) has a medium category, the work environment variable (X2) has a good category, the variable (X3) has a good category and the loyalty variable (Y) is in a high category. Quantitative analysis with SEM-PLS shows that the results of the hypothesis test are that the workload variable has a negative significant effect on loyalty, the work environment variable has a positive significant effect on loyalty and the training variable has a positive significant effect on loyalty. The results of data analysis with IBM SPSS Statistics show that the variables of workload, work environment and training simultaneously also have a significant effect on loyalty.

The results of this study are expected to be used as an evaluation by the company's management to pay more attention to the proportion of workload, working environment conditions and the proportion of training for operators which are proven by statistical quantitative analysis both partially and simultaneously have a direct effect on employee loyalty to their work as Operator. This means that these three variables can affect the operator's level of loyalty to his work.

Keywords— loyalty, workload, work environment, training, SEM-PLS, IBM SPSS statistics