

THE MEDIATING EFFECT OF PSYCHOLOGICAL NEEDS SATISFACTION IN THE RELATIONSHIP BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT AND ORGANIZATIONAL COMMITMENT ON LECTURERS DURING COVID-19 PANDEMIC ERA: CROSS-GENERATION ANALYSIS

by Zahrotush Sholikhah, Barida Rakhma Nuranti, Nahiyah Jaidi Faraz, M. Lies Eandarwati

ABSTRACT

The success of the higher educational institution is very dependent on the ability and commitment of lecturers, especially in the era of pandemic COVID-19 is where the study system was forced to have major changes in a very short time. The dynamic environment in the education field increases the demand for lecturer's ability to innovate in designing new learning systems and improve their competencies related to the mastery of technology. Accordingly, it is critical to nurture lecturers' commitment to the organization to encourage self-improvement to face progressive challenges ahead. Another change that the organization is currently experiencing is the structure of its workforce which consists of various generations. This study examines the effect of Perceived Organizational Support (POS) on Organizational Commitment (OC) through the mediation of Psychological Needs Satisfaction (PNS) on lecturers at Indonesian universities. Furthermore, differences in the commitment structure between generations in the sample were also tested. Sampling will be done using saturated sampling. The analytical method used is Structural Equation Modeling – Partial Least Square. The results of the study validate and support all relationships between variables. The mediating role of Psychological Needs Satisfaction is supported, which instigate the organization need to show support based on employee needs to increase their organizational commitment. Furthermore, there is no difference in constructs between generations of baby boomers, x, and y, proving the generalization of social exchange and self-determinant theory in each group of workers.

Kata Kunci: Perceived Organizational Support, Organizational Commitment, Psychological Needs Satisfaction, Social Exchange, Self Determinant