

## ABSTRAK

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### **ANALYSIS ON THE INFLUENCE OF SCHEDULE FLEXIBILITY, ORIENTATION & TRAINING, EMPOWERMENT, SOCIAL INTERACTION, REFLECTION, REWARD & RECOGNITION ON THE INTENTION TO REMAIN THROUGH VOLUNTEER SATISFACTION AT INTERNATIONAL CHRISTIAN ASSEMBLY YOUTH IN SURABAYA**

(208 halaman: 14 gambar; 45 tabel; 4 lampiran)

Gereja menjadi salah satu tempat dimana para orang melakukan tindakan layanan yang tidak menguntungkan. Disinilah tempat dimana orang yang menganut agama kristiani mampu mendapatkan kesempatan untuk berbuat baik demi membalas kasih dari Tuhan yang Maha Esa. ICA Surabaya adalah gereja berbahasa Inggris yang berlokasi di Surabaya, Indonesia. ICA adalah singkatan dari International Christian Assembly. ICA adalah grup GSJA (Gereja Sidang Jemaat Allah). ICA terbuka untuk semua orang tanpa memandang usia, status perkawinan, warna kulit, kebangsaan, kepercayaan, atau keyakinan. Penelitian ini memiliki tujuan untuk menganalisa bagaimana pengaruh *Schedule Flexibility, Orientation & Training, Empowerment, Social Interaction, Reflection, Reward & Recognition* terhadap *Intention to Remain* melalui *Volunteer Satisfaction* pada *International Christian Assembly Youth* di Surabaya. Penelitian ini mengharapkan dapat memberikan manfaat dalam menambah pengetahuan dalam bidang manajemen, terutama seberapa besar pengaruh yang dimiliki *Volunteer Satisfaction* dalam meningkatkan *Intention to Remain* seorang volunteer *ICA Youth* Surabaya.

Penelitian Kausal dan metode kuantitatif akan digunakan dalam penelitian ini dengan melakukan pengolahan data pada aplikasi AMOS versi 22.0. Data akan dikumpulkan dengan melakukan pengedaran kuesioner terhadap 136 responden dengan karakteristik pria dan wanita berusia 12 – 40 tahun, bertempat tinggal di Surabaya, serta minimal seorang sukarelawan di *ICA Youth* Surabaya dengan minimal jangka waktu bergabungnya 3 bulan.

Pada penelitian ini hasil menunjukkan bahwa variable *Schedule Flexibility* berpengaruh positif signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.317; *Training and Orientation* tidak berpengaruh signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.286; *Empowerment* tidak berpengaruh signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.258; *Reflection* berpengaruh positif signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.489; *Social Interaction* berpengaruh positif signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.562; *Reward and Recognition* tidak berpengaruh signifikan terhadap *Volunteer Satisfaction* dengan koefisien regresi 0.257; *Volunteer Satisfaction* berpengaruh positif signifikan terhadap *Intention to Remain* dengan koefisien regresi of 0.783.

**Kata kunci:** *Schedule Flexibility, Orientation & Training, Empowerment, Social Interaction, Reflection, Reward & Recognition, Intention to Remain, Volunteer Satisfaction, dan International Christian Assembly Youth*

Referensi : 57 (1976-2020)

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### **ANALYSIS ON THE INFLUENCE OF SCHEDULE FLEXIBILITY, ORIENTATION & TRAINING, EMPOWERMENT, SOCIAL INTERACTION, REFLECTION, REWARD & RECOGNITION ON THE INTENTION TO REMAIN THROUGH VOLUNTEER SATISFACTION AT INTERNATIONAL CHRISTIAN ASSEMBLY YOUTH IN SURABAYA**

(208 pages: 14 images; 45 tabels; 4 appendix)

The church is one of the places where people commit acts of unprofitable service. This is a place where people who adhere to Christianity can get the opportunity to do good to repay the love of God Almighty. ICA Surabaya is an English speaking church located in Surabaya, Indonesia. ICA stands for International Christian Assembly. ICA is a GSJA (Assemblies of God Church) group. ICA is open to everyone regardless of age, marital status, color, nationality, creed or creed. This study aims to analyze how the influence of *Schedule Flexibility, Orientation & Training, Empowerment, Social Interaction, Reflection, Reward & Recognition* on *Intention to Remain* through *Volunteer Satisfaction* at the International Christian Assembly Youth in Surabaya. This study hopes to provide benefits in increasing knowledge in the field of management, especially how much influence *Volunteer Satisfaction* has in increasing *Intention to Remain* a volunteer in ICA Youth Surabaya.

Causal research and quantitative methods will be used in this study by processing data in the AMOS version 22.0 application. Data will be collected by distributing questionnaires to 136 respondents with the characteristics of men and women aged 12 - 40 years, residing in Surabaya, and at least one volunteer at ICA Youth Surabaya with a minimum period of joining 3 months.

In this study the results show that the variable *Schedule Flexibility* has a significant positive effect on *Volunteer Satisfaction* with a regression coefficient of 0.317; *Training and Orientation* has no significant effect on *Volunteer Satisfaction* with a regression coefficient of 0.286; *Empowerment* has no significant effect on *Volunteer Satisfaction* with a regression coefficient of 0.258; *Reflection* has a significant positive effect on *Volunteer Satisfaction* with a regression coefficient of 0.489; *Social Interaction* has a significant positive effect on *Volunteer Satisfaction* with a regression coefficient of 0.562; *Reward and Recognition* has no significant effect on *Volunteer Satisfaction* with a regression coefficient of 0.257; *Volunteer Satisfaction* has a significant positive effect on *Intention to Remain* with a regression coefficient of 0.783.

**Keywords:** *Schedule Flexibility, Orientation & Training, Empowerment, Social Interaction, Reflection, Reward & Recognition, Intention to Remain, Volunteer Satisfaction, and International Christian Assembly Youth*

References: 57 (1976-2020)