

**ANALYZING PERCEIVED ORGANIZATIONAL SUPPORT ON FRONTLINE
EMPLOYEES' AFFECTIVE COMMITMENT IN HOTEL X**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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Many studies have been discussing that there is a correlation between perceived organizational support and organizational commitment, especially affective commitment. It is also proved that not only they are correlated, but also that perceived organizational support does affect affective commitment. Through this study, a research conducted with 50 frontline employees who are working in Hotel X, specifically in food and beverage and front office department. The result shows that it is true that perceived organizational support affects affective commitment with the number of 18.9%. Even though the number is not too high, but it shows that the theory is proved to be applicable. Moreover, some findings regarding demographic questions are also discussed with some interesting results.

Keywords: Affective Commitment, Commitment, Frontline Employees, Perceived Organizational Support, Support



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DEDICATION

I dedicate this hard work for the sake of my bachelor degree.



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For GOD, Ms G, my family, Fabi, Agna, Monic, Manda, Cicil, Rena, Pika, Adit, Tiffa and other supporters,



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