

**INTERNAL SERVICE QUALITY, ORGANIZATIONAL LEARNING CULTURE, AND JOB SATISFACTION
PREDICT ORGANIZATIONAL COMMITMENT GROUND HANDLING WORKER PT. GAPURA ANGKASA
IN PEKANBARU, RIAU, INDONESIA**

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[dx.doi.org/10.18374/IJBR-16-4.4](https://doi.org/10.18374/IJBR-16-4.4)

ABSTRACT

The study proposed a conceptual framework, which will show the interaction between internal service quality, organizational learning culture, and job satisfaction to organizational commitment, in the context of Ground Handling employees in PT.Gapura Angkasa, Regional Branch Pekanbaru, Riau, Indonesia. It is known that the internal service quality, organizational learning culture, and job satisfaction will predict organizational commitment. This study was descriptive and correlation method, data was collected from 118 employees. Total items used in this study 73 Questions to measure respondents' perceptions about organizational learning culture, internal service quality, job satisfaction and organizational commitment. The study was found that there is strong interaction on internal service quality, organizational learning culture and job satisfaction between organizational commitment ($r = 0.615$). The study also found that participants' responses to the culture of organizational learning at the high category (32.20%) while the quality of internal services showed moderate category, tends to be high. These results have contributed to the research and theoretical implications of the development of human resources and organizational behavior. Meanwhile, many study behavior and public service organizations further develop studies on service quality external, internal comparison.

Keywords: *Internal service quality, organizational learning culture, job satisfaction, commitment organization*