

Peran *Perceived Organizational Support* sebagai Mediator antara Resiliensi dengan *Organizational Citizenship Behavior*

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Abstract. *The performance of an organization can be improved one of them by using organizational citizenship behavior. Organizational citizenship behavior can be realized if there is resilience and is supported by good organizational support. Perceived organizational support (POS) describes employees' global beliefs about the extent to which organizations support and value employee performance. Employees who feel that they are valued by the company will be obliged to take countermeasures that can benefit the company. The subjects in this study were 216 Police personnel in the Yogyakarta Regional Police. Meanwhile, the analysis used in this study is regression with mediator variables. The results of regression analysis by controlling for mediator variables obtained value of $B = 0.610$ ($p < 0.05$). The results of the bootstrapping analysis of the indirect effect table show Boot LLCL (lower level confidence interval) = 0.0346, BootULCL (upper level confidence interval) = 0.1376, and ($p < 0.05$). The results of this study indicate that perceived organizational support (POS) is able to partially mediate the complementary between resilience with organizational citizenship behavior (OCB).*

Keywords: *Organizational Citizenship Behavior, Resilience, Perceived Organizational Support.*

Abstrak. Kinerja suatu organisasi dapat ditingkatkan salah satunya dengan menggunakan organizational citizenship behavior. *Organizational citizenship behavior* dapat terwujud apabila adanya resiliensi serta ditunjang dengan dukungan organisasi yang baik. *Perceived organizational support* (POS) menggambarkan kepercayaan global karyawan mengenai sejauhmana organisasi mendukung dan menghargai kinerja karyawan. Karyawan yang merasa dirinya dihargai oleh perusahaan akan berkewajiban melakukan tindakan balasan yang dapat menguntungkan perusahaan. Subyek dalam penelitian ini adalah 216 personel Kepolisian di Jajaran Polda DIY. Sedangkan, Analisa yang digunakan dalam penelitian ini adalah regresi dengan variabel mediator. Hasil analisis regresi dengan mengontrol variabel mediator diperoleh nilai $B=0,610$ ($p<0,05$). Hasil analisis *bootstrapping* tabel inderect effect menunjukkan BootLLCL (*lower level confidance intervall*) = 0,0346, BootULCL (*upper level confidance interval*) = 0,1376, dan ($p<0,05$). Hasil penelitian ini menunjukkan bahwa *perceived organizational support* (POS) mampu memediasi secara parsial komplementer antara resiliensi dengan organizational citizenship behavior (OCB).

Kata Kunci: *Organizational Citizenship Behavior, Resiliensi, Perceived Organizational Support.*