

## DAFTAR ISI

HALAMAN JUDUL .....	i
HALAMAN PENGESAHAN .....	ii
SURAT PERNYATAAN .....	iii
KATA PENGANTAR .....	iv
DAFTAR ISI.....	1
DAFTAR TABEL.....	4
DAFTAR BAGAN .....	5
BAB I.....	6
PENDAHULUAN .....	6
A. Latar Belakang.....	6
B. Rumusan Masalah.....	11
C. Tujuan Penelitian.....	11
D. Manfaat Penelitian.....	11
1. Manfaat Praktis.....	11
2. Manfaat Teoretis.....	12
E. Keaslian Penelitian .....	12
BAB II.....	14
TINJAUAN PUSTAKA .....	14
A. Organizational Citizenship Behavior.....	14
1. Definisi Organizational Citizenship Behavior.....	14
2. Dimensi Organizational Citizenship Behavior .....	15
3. Faktor-Faktor yang Mempengaruhi Organizational Citizenship Behavior .....	18
B. Perceived Supervisor Support .....	20
1. Definisi Perceived Supervisor Support.....	20
2. Aspek-aspek Perceived Supervisor Support.....	20
C. Kepuasan Kerja.....	21
1. Definisi Kepuasan Kerja.....	21
2. Aspek – Aspek Kepuasan Kerja.....	23

D.	Peran Perceived Supervisor Support dan Kepuasan Kerja terhadap Organizational Citizenship Behavior.....	32
E.	Hipotesis .....	34
BAB III .....		35
METODE PENELITIAN.....		35
A.	Identifikasi Variabel penelitian.....	35
B.	Definisi Operasional Variabel Penelitian .....	35
	1. Organizational Citizenship Behavior.....	35
	2. Perceived Supervisor Support .....	35
	3. Kepuasan Kerja .....	36
C.	Responden Penelitian .....	36
D.	Metode Pengumpulan Data .....	36
	1. Organizational Citizenship Behavior Scale.....	37
	2. Survey of Perceived Supervisor Support.....	37
	3. Job Diagnostic Scale (JDS) .....	38
E.	Metode Analisis Data .....	39
	1. Analisis deskriptif.....	39
	2. Uji normalitas .....	40
	3. Uji linieritas .....	40
	4. Multikolinieritas .....	41
BAB IV .....		43
HASIL DAN PEMBAHASAN.....		43
A.	Proses Penelitian.....	43
B.	Deskripsi Data Penelitian .....	43
	1. Deskripsi Responden .....	43
	2. Deskripsi Data Penelitian .....	44
	3. Kategorisasi Penelitian .....	46
C.	Analisis Data Penelitian.....	48
	1. Uji Validitas dan Reliabilitas.....	48
	2. Uji Asumsi.....	51
	3. Uji Hipotesis .....	53
D.	Pembahasan .....	53
BAB V .....		59

PENUTUP .....	59
A. KESIMPULAN .....	59
B. SARAN.....	59
DAFTAR PUSTAKA .....	60
LAMPIRAN.....	65
A. Instrumen Penelitian .....	65
1. Organizational Citizenship Behavior Scale .....	65
2. Perceived Supervisor Support Scale .....	66
3. Skala Kepuasan Kerja.....	67
B. Data Try Out .....	69
1. Organizational Citizenship Behavior.....	69
2. Perceived Supervisor Support .....	81
3. Kepuasan Kerja .....	87
C. Reliabilitas dan Validitas Skala .....	93
1. Organizational Citizenship Behavior.....	93
2. Perceived Supervisor Support .....	95
3. Kepuasan Kerja .....	96
D. Data Penelitian.....	98
1. Organizational Citizenship Behavior.....	98
2. perceived Supervisor Support.....	107
3. Kepuasan Kerja .....	111
E. Analisis Hipotesis .....	116
F. Surat Izin .....	117