

PERAN *PERCEIVED SUPERVISOR SUPPORT* DAN *KEPUASAN KERJA* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*

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ABSTRAK

Perusahaan mengharapkan adanya kinerja maksimal dari karyawannya mampu menjadi perusahaan yang unggul (Soegandhi & Sutanto, 2013; Kusumajati, 2014). OCB penting untuk mengembangkan perilaku organisasi positif demi kesuksesan perusahaan (Zayas-Ortiz dkk., 2015). Kualitas hubungan antara karyawan dan atasan dapat menjadi sumber motivasi bagi karyawan untuk mencapai kinerja yang lebih tinggi serta mengembangkan sikap positif (Ladebo, 2008). Penelitian dari SHRM (2017) menunjukkan bahwa 65% karyawan menunjukkan bahwa perlakuan yang *respectful* kepada karyawan merupakan faktor terpenting dalam memunculkan kepuasan kerja. Tujuan dari penelitian, yaitu untuk menguji peran *perceived supervisor support* (PSS) dan kepuasan kerja terhadap *organizational citizenship behavior* (OCB). Data diambil dengan menggunakan Perceived Supervisor Support Scale, Skala Kepuasan Kerja, dan *Organizational Citizenship Behavior Scale*. Hasil menunjukkan bahwa PSS dan kepuasan kerja tidak berperan signifikan terhadap OCB dengan $R^2=0.051$, $F=2.827$ dan $p=0.064$ ($p>0.05$).

Kata kunci: *Organizational Citizenship Behaviour, Perceived Supervisor Support, Kepuasan Kerja*

ABSTRACT

The company expects effective performance from its employees to be able to become the best company (Soegandhi & Sutanto, 2013; Kusumajati, 2014). OCB is important for developing positive organizational behavior for company success (Zayas-Ortiz et al., 2015). The quality of the relationship between employees and superiors can be a source of motivation for employees to achieve higher performance and develop a positive attitude (Ladebo, 2008). Research from SHRM (2017) shows that 65% of employees agree that respectful treatment of employees is the most important factor in generating job satisfaction. The purpose of this research is to examine the role of perceived supervisor support (PSS) and job satisfaction on organizational citizenship behavior (OCB). Data is taken using the Perceived Supervisor Support Scale, Job Satisfaction Scale, and Organizational Citizenship Behavior Scale. The results showed that PSS and job satisfaction did not play a significant role on OCB with $R^2 = 0.051$, $F = 2,827$ and $p = 0.064$ ($p > 0.05$).

Key words: *Organizational Citizenship Behaviour, Perceived Supervisor Support, Job Satisfaction*



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