

INTISARI

Tujuan dari penelitian ini adalah untuk menguji dan menganalisis dampak dari stres kerja terhadap *organizational citizenship behavior* dengan *perceived organizational support* sebagai pemoderasi. Kurangnya penelitian mengenai *perceived organizational support* sebagai peredam efek negatif stres kerja terhadap kesejahteraan karyawan membuat organisasi susah memahami bahwa dukungan yang layak dari organisasi dapat membantu mendorong anggotanya untuk tetap terlibat dalam *organizational citizenship behavior* meskipun dihadapkan oleh tingkat stres kerja yang tinggi. Penelitian ini dilakukan di Rumah Sakit Ken Saras Ungaran dengan sampel perawat yang bertugas di instalasi rawat inap dan *intensive care unit* selama minimal 6 bulan.

Peneliti mengumpulkan data menggunakan metode penelitian kuantitatif melalui pembagian kuesioner. Dengan metode tersebut, peneliti menemukan bahwa stres kerja berpengaruh negatif terhadap *organizational citizenship behavior*, sedangkan *perceived organizational support* berpengaruh positif. Selain itu, peneliti juga menemukan adanya efek moderasi dari *perceived organizational support* yang melemahkan dampak negatif stres kerja terhadap *organizational citizenship behavior*.

Kata Kunci: Stres Kerja, *Perceived Organizational Support*, *Organizational Citizenship Behavior*

ABSTRACT

The purpose of this study is to examine and analyze the effect of job stress on organizational citizenship behavior, moderated by perceived organizational support. The lack of study on perceived organizational support as a buffer between job stress and organizational citizenship behavior makes it difficult for employers to understand that sufficient amount of support can help encourage employees to involve themselves in organizational citizenship behavior despite high level of stress. This research took place in Ken Saras Hospital, Ungaran. The samples are nurses who work in inpatient care and intensive care unit with at least six months tenure.

Researcher collected the data using quantitative research method by distributing questionnaires. With that method, researcher found that job stress has a negative impact on organizational citizenship behavior, while perceived organizational support gives the positive one. Furthermore, there is a significant moderating effect from perceived organizational support that helps lessen the negative influence job stress has on organizational citizenship behavior.

Keywords: Job Stress, Perceived Organizational Support, Organizational Citizenship Behavior