

**PERAN *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA KARYAWAN
GENERASI Y DI PERUSAHAAN PERBANKAN**

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ABSTRAK

Penelitian ini bertujuan untuk menguji peran *perceived organizational support* (POS) terhadap *organizational citizenship behavior* (OCB) pada karyawan generasi Y di perusahaan perbankan. Hipotesis penelitian ini adalah POS berperan positif terhadap OCB pada karyawan generasi Y di perusahaan perbankan. Subjek dalam penelitian ini berjumlah 141 karyawan generasi Y dari salah satu bank di Yogyakarta. Alat ukur yang digunakan pada penelitian ini adalah pengembangan skala SPOS (*Survey of Perceived Organizational Support*) versi singkat yang dikemukakan oleh Eisenberger dkk. (1986) dan pengembangan skala OCB yang dikemukakan oleh Podsakoff dkk. (1990). Analisis data penelitian dilakukan dengan menggunakan teknik analisis regresi linier sederhana. Hasil analisis menunjukkan bahwa POS berperan positif terhadap OCB pada karyawan generasi Y di perusahaan perbankan ($R = 0,577$, $F = 69,237$, $p < 0,05$). Sumbangan efektif POS terhadap OCB pada karyawan generasi Y di perusahaan perbankan sebesar 33,2% ($R^2 = 0,332$).

Kata kunci: karyawan generasi Y, *organizational citizenship behavior*, *perceived organizational support*

THE ROLE OF PERCEIVED ORGANIZATIONAL SUPPORT TOWARD ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON Y GENERATION EMPLOYEES OF BANKING COMPANIES

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ABSTRACT

This study aimed to examine the role of perceived organizational support (POS) towards organizational citizenship behavior (OCB) on Y generation employees of banking companies. The hypothesis of this study was that POS has a positive role towards OCB on Y generation employees of banking companies. The subjects in this study were 141 Y generation employees from one of the banks in Yogyakarta. The measuring instrument used in this study were the development of a shortened version of the SPOS (Survey of Perceived Organizational Support) scale by Eisenberger dkk. (1986) and development of OCB scale by Podsakoff dkk. (1990). The analysis used in this study was performed using simple linear regression analysis techniques. The result showed that POS has a positive role towards OCB on generation Y employees of banking companies ($R = 0.577$, $F = 69.237$, $p < 0.05$). The effective contribution of POS towards OCB on Y generation employees of banking companies was 33.2% ($R^2 = 0.332$).

Keywords: generation Y employee, organizational citizenship behavior, perceived organizational support.