

Christine Caesari Putri (12120140016). **PENGARUH IKLIM ORGANISASI DAN *PERCEIVED ORGANIZATION SUPPORT (POS)* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB)* PADA KARYAWAN SAMATOR GROUP SURABAYA.** Skripsi. Sarjana Strata 1. Surabaya: Fakultas Psikologi Universitas Pelita Harapan Surabaya (2017)

### **ABSTRAK**

*Organizational Citizenship Behavior (OCB)* merupakan salah satu hal yang terpenting di dalam suatu perusahaan karena perannya sebagai tolak ukur laba atau rugi di dalam suatu perusahaan. Dalam mencapai tujuannya, organisasi memerlukan sumber daya manusia yang mampu memberikan kontribusi yang baik dalam organisasi. Organisasi yang berhasil adalah organisasi yang memiliki karyawan yang bekerja melebihi tanggung jawab tugasnya dan secara sukarela memberikan waktu dan tenaganya untuk kesuksesan pelaksanaan tugas, yaitu disebut *Organizational Citizenship Behavior (OCB)*. Tujuan dari Penulisan ini adalah mengetahui pengaruh Iklim Organisasi dan *Perceived Organization Support (POS)* terhadap *Organizational Citizenship Behavior (OCB)* pada karyawan Samator Group Surabaya. Subjek dalam Penulisan ini adalah 60 karyawan yang merupakan seluruh karyawan bagian marketing, accounting, dan property manager. Metode yang digunakan adalah metode kuantitatif dengan menggunakan skala iklim organisasi, *Perceived Organization Support (POS)*, dan *Organizational Citizenship Behavior (OCB)* yang menghasilkan nilai reliabilitas  $> 0,6$ . Data yang terkumpul diuji dengan menggunakan regresi sederhana dan berganda. Hasil menunjukkan bahwa iklim organisasi memiliki pengaruh terhadap *Organizational Citizenship Behavior (OCB)* dengan nilai R Square sebesar 0,076 dan nilai  $p < 0,05$  yaitu 0,000. *Perceived Organization Support (POS)* juga memiliki pengaruh terhadap *Organizational Citizenship Behavior (OCB)* dengan nilai R Square sebesar 0,104 dan nilai  $p < 0,05$  yaitu 0,000. Karyawan memiliki iklim organisasi, *Perceived Organization Support (POS)*, dan *Organizational Citizenship Behavior (OCB)* yang tergolong tinggi.

**Kata kunci : Iklim Organisasi, *Perceived Organization Support (POS)*, dan *Organizational Citizenship Behavior (OCB)*.**

Christine Caesari Putri (12120140016). ***EFFECT OF ORGANIZATIONAL CLIMATE AND PERCEIVED ORGANIZATION SUPPORT (POS) ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) ON SAMATOR GROUP SURABAYA EMPLOYEE***. Thesis. Bachelor of Strata 1. Surabaya: Faculty of Psychology Universitas Pelita Harapan Surabaya (2017)

#### ABSTRACT

*Organizational Citizenship Behavior (OCB) is one of the most important things in a company because of its role as a benchmark of profit or loss within a company. In achieving its objectives, organizations need human resources that are able to contribute well in the organization. Successful organizations are organizations that have employees who work beyond their job responsibilities and voluntarily give their time and energy to the success of the task, called Organizational Citizenship Behavior (OCB). The purpose of this research is to know the influence of organization climate and Perceived Organization Support (POS) to Organizational Citizenship Behavior (OCB) to Samator Group Surabaya employees. Subjects in this study are 60 employees who are all employees of marketing, accounting, and property manager. The method used is quantitative method by using organizational climate scale, Perceived Organization Support (POS), and Organizational Citizenship Behavior (OCB) which yields reliability value > 0,06. The collected data was tested using simple and multiple regression. The results show that organizational climate has an influence on Organizational Citizenship Behavior (OCB) with R Square value of 0.076 and p value <0.05 is 0.000. Perceived Organization Support (POS) also has an influence on Organizational Citizenship Behavior (OCB) with R Square value of 0.104 and p <0,05 is 0,000. Employees already have a good organizational climate, Perceived Organization Support (POS), and Organizational Citizenship Behavior (OCB).*

***Keywords: Organizational Climate, Perceived Organization Support (POS), and Organizational Citizenship Behavior (OCB).***

