

## ABSTRAK

Sentra Pelayanan Kepolisian Terpadu (SPKT) merupakan bagian yang dituntut untuk bisa memberikan pelayanan terbaik kepada masyarakat, sehingga membutuhkan *Organizational Citizenship Behavior* (OCB) agar bersedia melakukan upaya melebihi deskripsi kerja agar masyarakat merasa puas terhadap performa institusi. Banyak faktor yang mempengaruhi *Organizational Citizenship Behavior* (OCB), salah satunya faktor dalam penelitian ini adalah *growth mindset* yaitu pola pikir berkembang yang membuat seseorang melakukan upaya sukarela. Penelitian ini bertujuan untuk mengetahui hubungan antara *growth mindset* dengan *Organizational Citizenship Behavior* (OCB) pada Sentra Pelayanan Kepolisian Terpadu (SPKT) Polda DIY. Hipotesis yang diajukan yaitu ada hubungan antara *growth mindset* dengan *Organizational Citizenship Behavior* (OCB). Karakteristik subjek penelitian berjenis kelamin laki-laki dan perempuan, serta telah bekerja minimal satu tahun. Pengambilan subjek menggunakan sampling jenuh dengan data yang dikumpulkan menggunakan skala *growth mindset* dan skala *Organizational Citizenship Behavior* (OCB). Data analisis menggunakan korelasi *product moment*. Berdasarkan analisis data, diperoleh nilai korelasi sebesar 0,724 dengan  $p = 0,000$  ( $p < 0,050$ ), sehingga hasil temuan penelitian yaitu hipotesis dapat diterima. Penelitian ini juga menunjukkan koefisien determinasi ( $R^2$ ) sebesar 0,525. Hal tersebut menunjukkan bahwa variabel *growth mindset* memberikan sumbangan efektif sebesar 52,5% terhadap variabel *Organizational Citizenship Behavior* (OCB) dan sisanya 47,5% dipengaruhi oleh banyak faktor yang tidak diteliti dalam penelitian ini seperti *adversity quotient*, *cohesiveness*, *leader member exchange*, dan *perceived organization support*.

**Kata kunci:** *Growth mindset*, *Organizational Citizenship Behavior* (OCB), polisi, Polda DIY, SPKT.

## **ABSTRACT**

*The Integrated Police Service Center (SPKT) is a part that is required to be able to provide the best service to the community, this requiring Organizational Citizenship Behavior (OCB) to be willing to make efforts beyond the job so that the community feels satisfied with institutional performance. Many factors influence Organizational Citizenship Behavior (OCB), one of the factors in this study is the growth mindset, namely a growth mindset that makes a person make voluntary efforts. This study aims to determine the relationship between growth mindset and Organizational Citizenship Behavior (OCB) at the Integrated Police Service Center (SPKT) Polda DIY. The hypothesis put forward is that there is a relationship between growth mindset and Organizational Citizenship Behavior (OCB). The characteristics of the research subjects were male and female, and had worked for at least one year. Subjects were taken using saturated sampling with data collected using the Growth Mindset Scale and the Organizational Citizenship Behavior (OCB) Scale. Data were analyzed using product moment correlation. Based on the data analysis, a correlation value of 0,724 was obtained with  $p = 0,000$  ( $p < 0,005$ ), the results of the research finding are that the hypothesis can be accepted. This study also shows a coefficient of determination ( $R^2$ ) of 0,525. This shows that the growth mindset variable makes an effective contribution of 52,5% to the Organizational Citizenship Behavior (OCB) variable and the remaining 47,5% is influenced by many other factors not examined in this study such as adversity quotient, cohesiveness, leader member exchange, and perceived organizational support.*

**Keywords:** *Growth Mindset, Organizational Citizenship Behavior (OCB), police, Polda DIY, SPKT.*