

## ABSTRAK

Upaya perwujudan kepuasan terhadap pelanggan adalah tujuan utama yang harus dicapai dalam penyelenggaraan aktivitas pelayanan publik. Sumber daya manusia adalah faktor memiliki peran yang sangat penting dalam tercapainya tujuan organisasi, keberhasilan suatu organisasi dapat dilihat dari salah satu indikator yang nampak yaitu *organizational citizenship behavior*. Penelitian ini bertujuan untuk mengetahui: 1) hubungan antara *psychological capital* dengan *organizational citizenship behavior* pada karyawan; 2) hubungan antara *perceived organizational support* dengan *organizational citizenship behavior* pada karyawan; 3) hubungan antara *psychological capital* dan *perceived organizational support* dengan *organizational citizenship behavior* pada karyawan. Subjek penelitian ini berjumlah 62 orang karyawan. Metode untuk pengumpulan data penelitian adalah menggunakan metode skala, yaitu menggunakan skala modifikasi OCBS (*Organizational Citizenship Behavior Scale*), PCQ-24 (*Psychological Capital Questionnaire*) dan SPOS (*Survey Perceived Organizational Support*). Analisis data penelitian menggunakan analisis regresi linear sederhana dan berganda. Hasil penelitian menunjukkan bahwa: 1) ada hubungan positif yang signifikan antara *psychological capital* dengan *organizational citizenship behavior* pada karyawan, dengan nilai korelasi positif sebesar 0,486 dan nilai  $p$  sebesar 0,000 ( $p < 0,01$ ); 2) ada hubungan positif yang signifikan antara *perceived organizational support* dengan *organizational citizenship behavior* pada karyawan, dengan nilai korelasi positif sebesar 0,590 dan nilai  $p$  sebesar 0,000 ( $p < 0,01$ ); 3) ada hubungan positif yang signifikan antara *psychological capital* dan *perceived organizational support* dengan *organizational citizenship behavior* pada karyawan, dengan nilai korelasi positif sebesar 0,642 dan nilai  $p$  sebesar 0,000 ( $p < 0,01$ ).

**Kata Kunci:** *Organizational citizenship behavior*, *perceived organizational support*, *psychological capital* dan karyawan.

## ABSTRACT

*Efforts to actualize customer satisfaction are the main goals that must be achieved in the implementation of public service activities. Human resources are a factor that has a very important role in achieving organizational goals. The success of an organization can be seen from one of the indicators that appear, namely organizational citizenship behavior. This study aims to determine: 1) the relationship between psychological capital and organizational citizenship behavior in employees; 2) the relationship between perceived organizational support and organizational citizenship behavior among employees; 3) the relationship between psychological capital and perceived organizational support with organizational citizenship behavior in employees. The subjects of this study amounted to 62 employees. The method for collecting research data is to use the scale method, namely using the modified scale of OCBS (Organizational Citizenship Behavior Scale), PCQ-24 (Psychological Capital Questionnaire) and SPOS (Survey Perceived Organizational Support). Analysis of research data using simple and multiple linear regression analysis. The results showed that: 1) there was a significant positive relationship between psychological capital and organizational citizenship behavior in employees, with a positive correlation value of 0.486 and a p-value of 0.000 ( $p < 0.01$ ); 2) there is a significant positive relationship between perceived organizational support and organizational citizenship behavior in employees, with a positive correlation value of 0.590 and a p-value of 0.000 ( $p < 0.01$ ); 3) there is a significant positive relationship between psychological capital and perceived organizational support with organizational citizenship behavior in employees, with a positive correlation value of 0.642 and a p-value of 0.000 ( $p < 0.01$ ).*

**Keywords:** *Organizational citizenship behavior, perceived organizational support, psychological capital, and employees.*