

ABSTRAK

Upaya meningkatkan kualitas karyawan memerlukan karyawan melakukan in-role dan ex-role sebagai bentuk perilaku OCB. Penelitian bertujuan untuk mengetahui pengaruh kemampuan komunikasi interpersonal dan iklim organisasi terhadap OCB pada karyawan Koperasi Maksof Mubarak Syariah RSIFC di Cilacap. Subjek penelitian berjumlah 43 dengan karakteristik telah bekerja lebih dari 3 bulan, menggunakan teknik *purposive sampling*. Pengumpulan data menggunakan skala *likert* meliputi, skala OCB, skala kemampuan komunikasi interpersonal dan skala iklim organisasi. Metode analisis data menggunakan analisis regresi ganda. Berdasarkan hasil penelitian, hipotesis 1 diperoleh koefisien korelasi (r_{xy}) = 0.703 dengan taraf signifikansi $p=0.000$, menunjukkan bahwa kemampuan komunikasi interpersonal berpengaruh positif dan signifikan terhadap OCB pada karyawan. Hipotesis 2 diperoleh (r_{xy}) = 0.606 dengan $p=0.000$, menunjukkan bahwa iklim organisasi berpengaruh positif dan signifikan terhadap OCB pada karyawan. Uji tambahan diperoleh (r_{xy}) = 0.717 dengan $p=0.000$, menunjukkan bahwa kemampuan komunikasi interpersonal dan iklim organisasi berpengaruh positif dan signifikan terhadap OCB pada karyawan. Nilai koefisien determinasi (R^2) sebesar 0,494 menunjukkan bahwa variabel kemampuan komunikasi interpersonal berkontribusi atau memberikan sumbangan sebesar 49,4% terhadap OCB. Kemudian sebesar 0,367 pada variabel iklim organisasi berkontribusi atau memberikan sumbangan sebesar 36,7% terhadap OCB. Serta nilai sebesar 0,514 pada variabel kemampuan komunikasi interpersonal dan iklim organisasi berkontribusi atau memberikan sumbangan sebesar 51,4% terhadap OCB. Sisanya sebesar 48,6% disebabkan faktor lain.

Kata kunci: OCB, Kemampuan komunikasi interpersonal, Iklim organisasi, Karyawan Koperasi

ABSTRACT

Efforts to improve employee quality require employees to perform in-roles and ex-roles as a form of OCB behavior. The aim of this study was to determine the effect of interpersonal communication skills and organizational climate on OCB in employees of the RSIFC Maksof Mubarak Syariah Cooperative in Cilacap. There were 43 research subjects with the characteristics of having worked for more than 3 months, using a purposive sampling technique. Data collection with Likert scale including, OCB scale, interpersonal communication skills scale and organizational climate scale. Methods of data analysis using multiple regression analysis. Based on the results of the study, hypothesis 1 obtained a correlation coefficient (r_{xy}) = 0.703 with a significance level of $p = 0.000$, indicating that interpersonal communication skills have positive and significant effect on employee OCB. Hypothesis 2 was obtained (r_{xy}) = 0.606 with $p = 0.000$, indicating that organizational climate has positive and significant effect on employee OCB. An additional test was obtained (r_{xy}) = 0.717 with $p = 0.000$, indicating that interpersonal communication skills and organizational climate have positive and significant effect on employee OCB. The coefficient of determination (R^2) is 0.494 indicating the interpersonal communication ability variable contributes 49.4% to OCB. Then by 0.367 the organizational climate variable contributed or contributed 36.7% to OCB. As well as a value of 0.514 on the variable interpersonal communication skills and organizational climate contributes or contributes 51.4% to OCB. The remaining 48.6% was due to other factors.

Keywords: *OCB, Interpersonal communication skills, organizational climate, cooperative employees*