

ABSTRAK

Perilaku *Organizational Citizenship Behavior* sangat dibutuhkan dalam dunia perhotelan terutama bagi karyawan hotel yang bekerja di bidang pelayanan tamu, terutama pada saat kondisi yang tidak terduga seperti penjualan hotel yang melonjak naik terutama pada hari-hari besar seperti hari raya dan tahun baru, dalam kondisi ini karyawan hotel dituntut untuk bekerja lebih keras dari biasanya dan harus mempertahankan kualitas pelayanannya agar tetap baik. Penelitian ini bertujuan untuk mengetahui adanya hubungan *Internal Locus Of Control* dengan *Organizational Citizenship Behavior* pada karyawan Hotel Borobudur Jakarta. Metode penelitian yang digunakan pada penelitian ini yaitu *purposive sampling*. Instrumen pengukuran yang digunakan dalam penelitian ini adalah skala *Organizational Citizenship Behavior* dan *Internal Locus Of Control*. Teknik analisis data yang digunakan adalah *correlation product moment* dengan bantuan *software SPSS 25 for windows*. Hasil penelitian menunjukkan bahwa $r_{xy} = 0,357$ dengan $p = 0,000$ ($p < 0,01$), hipotesis diterima sehingga dapat disimpulkan bahwa terdapat hubungan antara *internal Locus Of Control* dan variabel *Organizational Citizenship Behavior* pada karyawan Hotel Borobudur Jakarta. Sumbangan efektif *internal Locus Of Control* dan *Organizational Citizenship Behavior* 12,8 persen.

Kata Kunci : *internal Locus Of Control, Organizational Citizenship Behavior*

ABSTRACT

Organizational Citizenship Behavior is very much needed in the world of hospitality, especially for hotel employees who work in the field of guest services, especially during unforeseen conditions such as hotel sales that soar, especially on holidays such as Hari Raya and New Year, in this condition employees Hotels are required to work harder than usual and must maintain the quality of their services so that they remain good. This study aims to determine whether there is a relationship between Internal Locus of Control and Organizational Citizenship Behavior in the employees of Hotel Borobudur Jakarta. The research method used in this research is purposive sampling. The measurement instruments used in this study are the Organizational Citizenship Behavior and Internal Locus of Control scales. The data analysis technique used is product moment correlation with the help of SPSS 25 software for windows. The results showed that $r_{xy} = 0.357$ with $p = 0.000$ ($p < 0.01$), the hypothesis was accepted so that it can be concluded that there is a relationship between internal locus of control and organizational citizenship behavior variables in Borobudur Hotel employees, Jakarta. The internal effective contribution of Locus of Control and Organizational Citizenship Behavior is 12.8 percent.

Keywords: *Internal Locus Of Control, Organizational Citizenship Behavior*