

ABSTRAK

HUBUNGAN ANTARA *PERCEIVED ORGANIZATIONAL SUPPORT* DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA PEGAWAI DI DINAS SOSIAL KOTA PADANG

Penelitian ini bertujuan untuk mengetahui hubungan antara *perceived organizational support* dengan *organizational citizenship behavior* pada pegawai di Dinas Sosial Kota Padang. Variabel penelitian yaitu *perceived organizational support* (X) dan *organizational citizenship behavior* (Y). Metode pengumpulan data menyebar kuesioner dengan sampel 34 pegawai di Dinas Sosial Kota Padang. Adapun sampel penelitian ini menggunakan Teknik Sampling Jenuh. Alat ukur yang digunakan dalam penelitian ini adalah skala *perceived organizational support* dan *organizational citizenship behavior*.

Metode analisis data yang digunakan untuk pengujian hipotesis dalam penelitian ini adalah dengan menggunakan korelasi *product moment pearson* yang dilakukan dengan bantuan IBM SPSS versi 21, yang menunjukkan bahwa nilai koefisien korelasi $r = 0,440$ dengan nilai $(p) \text{ sig} = 0,008$, karena nilai $p \text{ sig} 0,008 < 0,01$ yang berarti terdapat hubungan yang sangat signifikan antara *perceived organizational support* dengan *organizational citizenship behavior* dengan arah positif, artinya semakin tinggi *perceived organizational support*, maka semakin tinggi *organizational citizenship behavior*. Sebaliknya semakin rendah *perceived organizational support*, maka semakin rendah *organizational citizenship behavior* pada pegawai di Dinas Sosial Kota Padang. Berarti hipotesis penelitian dapat diterima. Kontribusi efektif variabel *perceived organizational support* terhadap *organizational citizenship behavior* 16%.

Kata kunci: *perceived organizational support*, *organizational citizenship behavior*, pegawai

ABSTRACT

RELATIONSHIP BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES IN SOCIAL SERVICES IN PADANG CITY

This study aims to determine the relationship between perceived organizational support and organizational citizenship behavior in employees at the Padang City Social Service. The research variables are perceived organizational support (X) and organizational citizenship behavior (Y). The data collection method was distributing questionnaires with a sample of 34 employees at the Padang City Social Service. The research sample used the Saturated Sampling Technique. The measuring tool used in this research is the scale of perceived organizational support and organizational citizenship behavior.

The data analysis method used to test the hypothesis in this study is to use the Pearson product moment correlation which was carried out with the help of IBM SPSS version 21, which shows that the correlation coefficient is $r = 0.440$ with a $(p) \text{ sig} = 0.008$, because the $p \text{ sig value}$ is $0.008 < 0.01$ which means that there is a very significant relationship between perceived organizational support and organizational citizenship behavior in a positive direction, meaning that the higher the perceived organizational support, the higher the organizational citizenship behavior. Conversely, the lower the perceived organizational support, the lower the organizational citizenship behavior of employees at the Padang City Social Service. It means that the research hypothesis can be accepted. The effective contribution of the perceived organizational support variable to organizational citizenship behavior is 16%.

Keywords: perceived organizational support, organizational citizenship behavior, employees