

**HUBUNGAN KEPUASAN KERJA DAN
PERSEPSI DUKUNGAN ORGANISASI TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR DI
PT. RECKITT BENCKISER INDONESIA, SEMARANG**

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Intisari

Penelitian ini bertujuan untuk mengetahui hubungan antara kepuasan kerja dan persepsi dukungan organisasi terhadap *organizational citizenship behavior* pada karyawan shift PT.Reckitt Benckiser Indonesia, Semarang. Penelitian ini menggunakan metode kuantitatif. Teknik pengambilan sampel dengan menggunakan teknik *simple random sampling*. Pengambilan data dalam penelitian ini menggunakan tiga skala yaitu skala kepuasan kerja, skala persepsi dukungan organisasi, dan skala *organizational citizenship behavior*. Skala kepuasan kerja berjumlah 30 aitem dengan koefisien reliabilitas sebesar 0,741. Skala persepsi dukungan organisasi berjumlah 17 aitem dengan koefisien reliabilitas sebesar 0,732. Skala *organizational citizenship behavior* berjumlah 26 aitem dengan koefisien reliabilitas sebesar 0,823. Teknik analisis data yang digunakan dalam penelitian ini adalah teknik analisis regresi dua prediktor dan *product moment*.

Hasil uji hipotesis pertama menunjukkan terdapat hubungan yang sangat signifikan antara kepuasan kerja dan persepsi dukungan organisasi terhadap *organizational citizenship behavior* dengan korelasi $R=0,552$ $F_{hitung}=28,886$ dan taraf signifikansi $p=0,000$ ($p<0,01$). Hasil uji hipotesis kedua menunjukkan bahwa ada hubungan positif yang sangat signifikan dengan $r_{1y}=0,541$ dan taraf signifikansi $p=0,000$ ($p<0,01$). Uji hipotesis ketiga menunjukkan ada hubungan positif yang sangat signifikan dengan korelasi $r_{2y}=0,441$ dan taraf signifikansi $p=0,000$ ($p<0,01$).

Kata kunci: kepuasan kerja, persepsi dukungan organisasi, *organizational citizenship behavior*

**THE CORRELATION BETWEEN JOB SATISFACTION AND
PERCEIVED ORGANIZATIONAL SUPPORT OF
ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN
PT.RECKITT BENCKISER INDONESIA, SEMARANG**

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ABSTRACT

This research aimed to determine the correlation between job satisfaction and perceived organizational support of organizational citizenship behavior on employees of shift PT. Reckitt Benckiser Indonesia, Semarang. The method used in this research in quantitative method. The sampling technique using simple random sampling technique. The data were gathered using three scales, namely: job satisfaction, perceived organizational support and organizational citizenship behavior. The job satisfaction scale consists of 30 items with Cronbach's Alpha 0,741. The perceived organizational support scale consists of 17 items with Cronbach's Alpha 0,732. The organizational citizenship behavior scale consists of 26 items with Cronbach's Alpha 0,823 Data analysis techniques used in this research was the two predictors analysis regression techniques and product moment technique.

The first hypothesis test results showed that there was a significant the correlation between job satisfaction and perceived organizational support of organizational citizenship behavior correlation $R=0,552$ $F_{result}=28,886$ and the standard of significance $p=0,000$ ($p<0,01$). The second hypothesis test showed that there was a significant with $r_{1y}=0,541$ and the standard of significance $p=0,000$ ($p<0,01$). The third hypothesis test showed that there was a significant with $r_{2y}=0,441$ and the standard of significance $p=0,000$ ($p<0,01$).

Keywords: job satisfaction, perceived organizational support (POS), organizational citizenship behavior (OCB).