

**THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT AND
ORGANIZATIONAL CULTURE ON ORGANIZATIONAL CITIZENSHIP
BEHAVIOR WITH ORGANIZATIONAL COMMITMENT AS MEDIATING
VARIABLE EMPLOYEE OF PT BAHANA SEKURITAS**

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Abstract

This study is a quantitative study that aims to determine whether there is an influence between perceived organizational support and organizational culture on organizational citizenship behavior with organizational commitment as mediating variable employee of PT Bahana Sekuritas. The study used a total of 95 respondents, with a simple random sampling technique. The analysis technique used is path analysis and data processing which is carried out through SmartPLS3.0. The results of the test obtained (1) perceived organizational support has no significant effect on organizational citizenship behavior of employee of PT Bahana Sekuritas, (2) organizational culture has significant effect on organizational citizenship behavior of employee of PT Bahana Sekuritas, (3) perceived organizational support has significant effect on organizational commitment of employee of PT Bahana Sekuritas, (4) organizational culture has significant effect on organizational commitment of employee of PT Bahana Sekuritas, (5) organizational commitment has significant effect on organizational citizenship behavior of employee of PT Bahana Sekuritas. As for the indirect significant effect between perceived organizational support and organizational culture on organizational citizenship behavior through organizational commitment.

Keywords: *Organizational Citizenship Behavior, Perceived Organizational Support, Organizational Culture and Organizational Commitment*

PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN BUDAYA ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN KOMITMEN ORGANISASI SEBAGAI VARIABEL MEDIASI KARYAWAN PT BAHANA SEKURITAS

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Abstrak

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui dan membuktikan pengaruh *perceived organizational support* dan budaya organisasi terhadap *organization citizenship behavior* dengan komitmen organisasi sebagai variabel mediasi karyawan PT Bahana Sekuritas. Penelitian menggunakan responden sebanyak 95 orang, dengan teknik *random sampling*. Teknik analisis yang digunakan yaitu path analisis dan pengolahan data yang dilakukan melalui *SmartPLS 3.0*. Hasil dari pengujian diperoleh (1) *perceived organizational support* tidak berpengaruh signifikan terhadap *organizational citizenship behavior* karyawan PT Bahana Sekuritas, (2) budaya organisasi berpengaruh signifikan terhadap *organizational citizenship behavior* karyawan PT Bahana Sekuritas, (3) *perceived organizational support* berpengaruh signifikan terhadap komitmen organisasi karyawan PT Bahana Sekuritas, (4) budaya organisasi berpengaruh signifikan terhadap komitmen organisasi karyawan PT Bahana Sekuritas, (5) komitmen organisasi berpengaruh signifikan terhadap *organizational citizenship behavior* karyawan PT Bahana Sekuritas. Adapun pengaruh signifikan secara tidak langsung *perceived organizational support* dan budaya organisasi terhadap *organizational citizenship behavior* melalui komitmen organisasi.

Kata Kunci: *Organizational Citizenship Behavior, Perceived Organizational Support*, Budaya Organisasi dan Komitmen Organisasi