

The Influence of Perceived Organizational Support, Workplace Spirituality, and Employee Engagement on Employee's Organizational Citizenship Behavior at Kementerian Agama Kota Jakarta Utara

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ABSTRACT

This research focused on determining the influence Perceived Organizational Support, Workplace Spirituality, and Employee Engagement on Organizational Citizenship Behavior. This research used a quantitative approach with numbers a sample of 87 employees of Kementerian Agama Kota Jakarta Utara using purposive sampling technique. Data analysis techniques used in this research is a Partial Least based Structural Equation Model or SEM method Square or PLS. This research used SmartPLS 4.0 software as a tool help to carry out data processing. The results of this research showed that (1) perceived organizational support has a positive and significant effect on organization citizenship behavior, (2) workplace spirituality has a positive and significant effect on organizational citizenship behavior, (3) employee engagement has a positive and significant effect on organizational citizenship behavior.

Keywords: *Organizational Citizenship Behavior, Perceived Organizational Support, Workplace Spirituality, Employee Engagement*

**Pengaruh *Perceived Organizational Support*, *Workplace Spirituality*, dan
Employee Engagement Terhadap *Organizational Citizenship Behavior* Pada
Pegawai Kantor Kementerian Agama Kota Jakarta Utara**

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ABSTRAK

Penelitian ini berfokus untuk mengetahui pengaruh dari *perceived organizational support*, *workplace spirituality*, dan *employee engagement* terhadap *organizational citizenship behavior*. Penelitian ini menggunakan pendekatan kuantitatif dengan jumlah sampel sebanyak 87 pegawai Kementerian Agama Kota Jakarta Utara dengan menggunakan teknik *purposive sampling*. Teknik analisis data yang digunakan pada penelitian ini adalah metode *Structural Equation Model* atau SEM yang berbasis *Partial Least Square* atau PLS. Penelitian ini menggunakan *software* SmartPLS 4.0 sebagai alat bantu untuk melakukan pengolahan data. Hasil penelitian ini menunjukkan bahwa (1) *perceived organizational support* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, (2) *workplace spirituality* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, (3) *employee engagement* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*.

Kata Kunci: *Organizational Citizenship Behavior, Perceived Organizational Support, Workplace Spirituality, Employee Engagement*