

**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT*,
BEBAN KERJA, DAN LINGKUNGAN KERJA TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR PEGAWAI
DP3AP2KB KOTA TANGERANG**

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ABSTRAK

Penelitian ini merupakan penelitian kuantitatif dengan tujuan mengetahui pengaruh antara *perceived organizational support*, beban kerja dan lingkungan kerja terhadap *organizational citizenship behavior*. Penelitian menggunakan sampel sebanyak 43 pegawai Dinas Pemberdayaan Perempuan, Perlindungan Anak, Pengendalian Penduduk dan Keluarga Berencana Kota Tangerang. Teknik analisis yang digunakan dalam penelitian ini adalah teknik analisis deskriptif dan analisis inferensial menggunakan aplikasi SmartPLS 4.1 Pengujian hipotesis memperoleh hasil (1) *perceived organizational support* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. (2) beban kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* (3) lingkungan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*.

Kata kunci: *perceived organizational support*, beban kerja, lingkungan kerja, *organizational citizenship behavior*

***THE INFLUENCE OF PERCEIVED ORGANIZATIONAL
SUPPORT, WORKLOAD, AND WORK ENVIRONMENT ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF DP3AP2KB
EMPLOYEES IN TANGERANG CITY***

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ABSTRACT

This quantitative study aimed to determine the influence of perceived organizational support, workload, and work environment on organizational citizenship behavior. The study used a sample of 43 employees from the Dinas Pemberdayaan Perempuan, Perlindungan Anak, Pengendalian Penduduk dan Keluarga Berencana Kota Tangerang. The analytical techniques used in this study were descriptive and inferential analysis using the SmartPLS 4.1 application. Hypothesis testing yielded the following results: (1) perceived organizational support has a positive and significant effect on organizational citizenship behavior; (2) workload has a positive and significant effect on organizational citizenship behavior; and (3) work environment has a positive and significant effect on organizational citizenship behavior.

Keywords: perceived organizational support, workload, work environment, organizational citizenship behavior.