The Influence of Job Insecurity, Work Load, and Perceived Organizational Support on Organizational Citizenship Behavior of PT XYZ

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Abstract

The global health crisis caused by COVID-19 forced PT XYZ to implement workforce reduction strategies, resulting in a decline in Organizational Citizenship Behaviors (OCB) as workers focused primarily on their mandatory responsibilities rather than voluntary contributions. This research seeks to investigate and validate how job insecurity, workload, and perceived organizational support affect OCB at PT XYZ through quantitative methodology. A total of 82 PT XYZ workers were selected as research participants via simple random sampling procedures. Data examination utilized Partial Least Square-Structural Equation Modeling (PLS-SEM) processed through SmartPLS 4.0 software. Research outcomes revealed that: (1) job insecurity demonstrates a substantial negative relationship with OCB, (2) excessive workload demonstrates a substantial negative relationship with OCB, (3) organizational support perceptions demonstrates a substantial negative relationship with OCB. Research conclusions suggest that minimizing job insecurity levels, reducing workload intensity, and strengthening perceived organizational support will enhance OCB within PT XYZ.

Keywords: job insecurity, work load, perceived organizational support, organizational citizenship behavior

Pengaruh *Job Insecurity*, *Work Load*, dan *Perceived Organizational Support* Terhadap *Organizational Citizenship Behavior* pada PT XYZ

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Abstrak

Krisis kesehatan global akibat COVID-19 memaksa PT XYZ mengimplementasikan strategi pengurangan tenaga kerja yang mengakibatkan menurunnya perilaku kewarganegaraan organisasi (OCB), di mana pekerja lebih mengutamakan tanggung jawab wajib dibanding kontribusi secara sukarela. Riset ini berupaya mengetahui dan membuktikan bagaimana ketidakamanan kerja, beban kerja, dan persepsi dukungan organisasi memengaruhi perilaku kewarganegaraan organisasi karyawan di PT XYZ melalui metodologi kuantitatif. Sejumlah 82 pekerja PT XYZ terpilih sebagai partisipan riset melalui prosedur pengambilan sampel acak sederhana. Pemeriksaan data memanfaatkan Partial Least Square-Structural Equation Modeling (PLS-SEM) yang diproses melalui perangkat lunak SmartPLS 4.0. Hasil riset mengungkapkan bahwa: (1) ketidakamanan kerja menunjukkan hubungan negatif signifikan dengan perilaku kewarganegaraan organisasi, (2) beban kerja berlebihan memperlihatkan hubungan negatif signifikan dengan perilaku kewarganegaraan organisasi, (3) persepsi dukungan organisasi hubungan positif signifikan dengan perilaku kewarganegaraan organisasi. Simpulan riset menyarankan bahwa meminimalkan tingkat ketidakamanan kerja, menurunkan intensitas beban kerja, serta memperkuat persepsi dukungan organisasi akan meningkatkan perilaku kewarganegaraan organisasi dalam PT XYZ.

Kata Kunci: ketidakamanan kerja, beban kerja, dukungan organisasi, perilaku kewarganegaraan organisasi