

**ANALISIS PENGARUH DUKUNGAN ORGANISASI TERHADAP
KEPUASAN KERJA DAN KOMITMEN AFEKTIF SERTA
DAMPAKNYA PADA ORGANIZATIONAL
CITIZENSHIP BEHAVIOR (OCB) PEGAWAI BADAN PENELITIAN,
PENGEMBANGAN, PENDIDIKAN DAN PELATIHAN, DAN
INFORMASI KEMENTERIAN DESA, PEMBANGUNAN DAERAH
TERTINGGAL DAN TRANSMIGRASI**

Ibnu Subroto

Abstrak

Organizational Citizenship Behavior (OCB) adalah perilaku sukarela pegawai yang tidak secara langsung berkaitan dengan pengimbalan, namun berkontribusi pada keefektifan organisasi. OCB sangat penting untuk sebuah organisasi yang efektif karena meliputi perilaku yang tidak secara langsung berhubungan dengan tugas kinerja tetapi penting untuk keseluruhan kinerja organisasi. Tujuan penelitian ini adalah untuk menganalisis pengaruh dukungan organisasi (POS) X_1 , kepuasan kerja (SAT) X_2 dan komitmen afektif (AFC) X_3 serta dampaknya pada *Organizational Citizenship Behavior* (OCB) Y Pegawai Badan Penelitian dan Pengembangan, Pendidikan dan Pelatihan, dan Informasi Kementerian Desa, Pembangunan Daerah Tertinggal dan Transmigrasi Jakarta.

Penelitian ini menggunakan model persamaan SEM (*Structural Equation Modeling*) untuk menguji hubungan/pengaruh antar variabel. Adapun populasi yang digunakan dalam penelitian ini adalah personil yang ada di Badan Penelitian dan Pengembangan, Pendidikan dan Pelatihan, dan Informasi Kementerian Desa, Pembangunan Daerah Tertinggal dan Transmigrasi Jakarta sebanyak 183 orang. Jenis teknik sampling yang digunakan adalah *stratified random sampling*, menggunakan rumus Slovin dan ditetapkan sebanyak 126 orang sampel. Analisis *Structural Equation Model* (SEM), untuk menguji berbagai model hubungan yang ada, baik tanpa memperhitungkan ataupun dengan memperhitungkan besarnya kesalahan menggunakan program LISREL (*Linear Structural Relationship*) yang dikembangkan oleh Jöreskog dan Sorbom.

Hasil penelitian ini adalah sebagai berikut : Persepsi Dukungan Organisasi berpengaruh positif dan signifikan terhadap kepuasan kerja pegawai, besarnya pengaruh langsung sebesar 34.81%. Persepsi Dukungan Organisasi berpengaruh terhadap komitmen afektif pegawai, besarnya pengaruh langsung sebesar 14.44%. Kepuasan kerja berpengaruh terhadap komitmen afektif pegawai, besarnya pengaruh langsung sebesar 20.25%. Persepsi Dukungan Organisasi berpengaruh terhadap *Organizational Citizenship Behavior* pegawai, besarnya pengaruh langsung sebesar 5.76%. Kepuasan kerja berpengaruh terhadap *Organizational Citizenship Behavior* pegawai, besarnya pengaruh langsung sebesar 9.61%. Komitmen afektif berpengaruh terhadap *Organizational Citizenship Behavior* pegawai, besarnya pengaruh langsung sebesar 6.25%.

Kata kunci : Dukungan Organisasi, Kepuasan Kerja, Komitmen Afektif, *Organizational Citizenship Behavior* (OCB)

**ANALYSIS OF EFFECT SUPPORT ORGANIZATION ON THE JOB
SATISFACTION AND IMPACT ON COMMITMENT AFFECTIVE
AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)
EMPLOYEES AGENCY FOR RESEARCH AND DEVELOPMENT,
EDUCATION AND TRAINING, AND INFORMATION MINISTRY OF
FILLAGE, REGIONAL DEVELOPMENT AND
BACKWARD, AND TRANSMIGRATION**

Ibnu Subroto

Abstract

Organizational Citizenship Behavior (OCB) is a voluntary behavior of employees who are not directly related to rewards, but contributes to the organization's effectiveness. OCB is very important for an organization that is effective because it includes behavior that is not directly related to the performance of the task but it is important to the overall performance of the organization. The purpose of this study was to analyze the influence of organizational support (POS) X_1 , job satisfaction (SAT) X_2 and affective commitment (AFC) X_3 and the impact on Organizational Citizenship Behavior (OCB) Y Employees Agency for Research and Development, Education and Training, and Information Ministry of Fillage, Regional Development and Backward, and Transmigration in Jakarta.

This study equation model SEM (Structural Modeling Equation) to examine the relationship / influence between variables. The population used in this study was the personnel in Board of Research and Development, Education and Training, and Information Ministry of Fillage Regional Development and Backward, and Transmigration in Jakarta as many as 183 people. The type of sampling technique used was stratified random sampling, using the formula defined Slovin and as many as 126 samples. Analysis of Structural Equation Model (SEM), to examine the various models of the relationship, both without taking into account the magnitude of the error or by using program LISREL (Linear Structural Relationship) developed by Joreskog and Sorbom.

The results of this research are as follows: Perceived Organizational Support positive and significant impact on job satisfaction of employees, the magnitude of the direct effect of 34.81%. Perceived Organizational Support effect on affective commitment of employees, the magnitude of the direct effect of 14.44%. Job satisfaction influence the affective commitment of employees, the magnitude of the direct effect of 20.25%. Perceptions of Organizational Support positive and significant impact on Organizational Citizenship Behavior of employees, the magnitude of the direct effect of 5.76%. Job satisfaction positive and significant impact on Organizational Citizenship Behavior of employees, the magnitude of the direct effect of 9.61%. Affective commitment positive and significant impact on Organizational Citizenship Behavior, the magnitude of the direct effect of 6.25%.

Keywords : Organizational Support, Job Satisfaction, Affective Commitment, Organizational Citizenship Behavior