

## ABSTRAK

Jumlah apotek terus meningkat dari tahun ke tahun dan menghadapi persaingan yang tinggi, sehingga apotek harus mampu memberikan kinerja yang baik, termasuk dalam pengelolaan sumber daya manusia. Penelitian ini bertujuan untuk menguji pengaruh *perceived organizational support*, karakteristik pekerjaan, *employee engagement*, dan *organizational citizenship behavior*.

Penelitian ini merupakan penelitian kuantitatif dengan menggunakan kuesioner. Data dikumpulkan melalui survei dan diisi oleh 52 apoteker dari 25 apotek waralaba di Surabaya, Jawa Timur, Indonesia. *Employee engagement* sangat dipengaruhi oleh *perceived organizational support* dan karakteristik pekerjaan. *Organizational citizenship behavior* dipengaruhi secara signifikan oleh *perceived organizational support*, karakteristik pekerjaan, dan *employee engagement*. Pengaruh positif signifikan secara tidak langsung antara *perceived organizational support* dan *organizational citizenship behavior* melalui *employee engagement*, dan pengaruh positif tidak langsung yang signifikan antara karakteristik pekerjaan dan *organizational citizenship behavior* melalui *employee engagement*.

Praktek implikasi dari penelitian ini adalah bahwa meskipun *perceived organizational support* apoteker kurang tetapi apoteker memiliki *engagement* untuk profesi mereka, sehingga OCBI apoteker memiliki nilai yang lebih besar dari OCBO apoteker.

**Kata kunci:** *perceived organizational support*, karakteristik pekerjaan, *organizational citizenship behavior*, *employee engagement*, farmasis, apotek

## ABSTRACT

The numbers of community pharmacies continue to grow from year to year and face hyper competition, so community pharmacies must be able to provide good performance, including in the management of human resources. This study was aimed at examining the influences of perceived organizational support, job characteristics, employee engagement, and organizational citizenship behavior.

This research was a quantitative research using questionnaire. Data were collected through surveys and filled by 52 pharmacists from 25 community franchise-pharmacies in Surabaya, East Java, Indonesia. Employee engagement was influenced significantly by perceived organizational support and job characteristics. Organizational citizenship behavior was influenced significantly by perceived organizational support, job characteristics, and employee engagement. A significant positive influence indirectly between perceived organizational support and organizational citizenship behavior through employee engagement, and an indirectly significant positive influence between job characteristics and organizational citizenship behavior through employee engagement.

The implication practice of this study is perceived organizational support of pharmacists is lacked but pharmacists have engagement to their profession, so that OCBI is greater than OCBO in pharmacists.

**Keywords:** perceived organizational support, job characteristics, organizational citizenship behavior, employee engagement, pharmacist, community pharmacy