

RINGKASAN

Pengaruh *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) Terhadap Perilaku Kerja Kontra Produktif Pada Karyawan PNS Bagian Pelaksana Di Universitas Airlangga

Perilaku kerja kontra produktif dapat terjadi diseluruh jenis organisasi (Vardi & Wiener, 1996) tak terkecuali pada organisasi pemerintahan. Perilaku negatif ini tentu saja akan sangat mengganggu, baik kinerja individu maupun organisasi secara keseluruhan. Permasalahan tersebut juga dihadapi oleh Universitas Airlangga. Universitas Airlangga merupakan organisasi pemerintah yang bergerak dalam bidang pendidikan yang bertempat di Surabaya. Ulker (2013, dalam Octavia, 2016) menyebutkan bahwa perilaku kerja kontra produktif dipengaruhi oleh dua faktor, yakni faktor individu dan faktor organisasi. Faktor individu meliputi kesadaran, efektivitas negatif, umur, jenis kelamin, tingkat pendidikan, senioritas, status perkawinan dan kecerdasan emosi. Faktor organisasi meliputi keadilan organisasi, persepsi akan dukungan organisasi, *untrusting* dari manajer atau rekan kerja, perselisihan dengan organisasi dan harapan, ambiguitas tentang pekerjaan, gaya manajemen, dan iklim organisasi. Sesuai dengan uraian tersebut, maka tujuan dari penelitian ini adalah untuk menguji dan menganalisis pengaruh *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) terhadap perilaku kerja kontra produktif pada karyawan PNS bagian pelaksana di Universitas Airlangga.

Penelitian ini menggunakan pendekatan kuantitatif. Lokasi penelitian yang dipilih adalah Universitas Airlangga dengan jumlah responden 271 orang karyawan dengan status PNS dan memiliki jabatan pelaksana. Teknik analisa data yang digunakan dalam penelitian ini adalah analisis regresi linier berganda yang dibantu program *IBM SPSS 20.0*. Hasil uji hipotesis pertama menunjukkan nilai signifikansi *Perceived Organizational Support* (POS) terhadap perilaku kerja kontra produktif sebesar $0,000 < 0,05$ dengan *t* hitung sebesar $-26,243 >$ nilai *t* tabel $-1,969$, yang berarti terdapat pengaruh negatif antara *Perceived Organizational Support* (POS) terhadap perilaku kerja kontra produktif. Hasil uji hipotesis yang kedua menunjukkan nilai signifikansi *Leader Member Exchange* (LMX) terhadap perilaku kerja kontra produktif sebesar $0,000 < 0,05$ dengan *t* hitung sebesar $-4,631 <$ nilai *t* tabel $-1,969$, yang berarti terdapat pengaruh negatif antara *Leader Member Exchange* (LMX) terhadap perilaku kerja kontra produktif. Hasil uji F menunjukkan nilai F hitung $693,214 >$ F tabel $2,670$ dan nilai signifikansi $0,000 < 0,05$, yang berarti *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) secara bersama-sama berpengaruh terhadap perilaku kerja kontra produktif. Hasil penelitian menunjukkan bahwa nilai R Square sebesar $0,841$, dengan kata lain bahwa variabel *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) berpengaruh sebesar $84,1\%$ terhadap perilaku kerja kontra produktif.

SUMMARY

Influence Perceived Organizational Support (POS) and Leader Member Exchange (LMX) Against Work Behavior Counter Productive Employees PNS Section Implementer At Airlangga University

Counter productive work behavior can occur across all types of organizations (Vardi & Wiener, 1996) is no exception to governmental organizations. This negative behavior of course will be very disturbing, both individual and organizational performance as a whole. The problem is also faced by Airlangga University. Airlangga University is a government organization that is engaged in education located in Surabaya. Ulker (2013, Octavia, 2016) states that counter-productive work behavior is influenced by two factors, namely individual factors and organizational factors. Individual factors include awareness, negative effectiveness, age, gender, education level, seniority, marital status and emotional intelligence. Organizational factors include organizational fairness, perceptions of organizational support, untrusting of managers or colleagues, disputes with organizations and expectations, ambiguity about work, management style, and organizational climate. In accordance with the description, the purpose of this study is to examine and analyze the influence of Perceived Organizational Support (POS) and Leader Member Exchange (LMX) on counterproductive work behavior on the employees of the implementing civil servants at Airlangga University.

This study uses a quantitative approach. The research location chosen is Airlangga University with the number of respondents 271 employees with civil servant status and have the position of executor. Data analysis technique used in this research is multiple linear regression analysis assisted by IBM SPSS 20.0 program. The results of the first hypothesis test show the significance value of Perceived Organizational Support (POS) to counterproductive work behavior of $0.000 < 0,05$ with t count equal to $-26,243 > t$ value table $-1,969$, which means there is negative influence between Perceived Organizational Support (POS) counterproductive work behavior. The second hypothesis test result shows the value of Leader Member Exchange (LMX)'s significance to counter productive work behavior of $0,000 < 0,05$ with t count equal to $-4,631 < \text{value } t \text{ table } -1,969$, which means there is a negative influence between Leader Member Exchange (LMX) against counter-productive work behavior. The result of F test shows that F value is $693,214 > F$ table $2,670$ and significance value $0,000 < 0,05$, meaning Perceived Organizational Support (POS) and Leader Member Exchange (LMX) together influence to counter work behavior. The results showed that the R Square value of 0.841 , in other words that the variable Perceived Organizational Support (POS) and Leader Member Exchange (LMX) had an effect of 84.1% on counter-productive work behavior.

ABSTRAK

Pengaruh *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) Terhadap Perilaku Kerja Kontra Produktif Pada Karyawan PNS Bagian Pelaksana Di Universitas Airlangga

Penelitian ini bertujuan untuk mengetahui pengaruh antara *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) terhadap Perilaku Kerja Kontra Produktif pada karyawan PNS. Penelitian ini menggunakan pendekatan kuantitatif. Jumlah responden dalam penelitian ini adalah 271 karyawan dengan status PNS dan memiliki jabatan pelaksana. Alat pengumpul data yang digunakan adalah kuesioner berupa kuesioner SPOS yang terdiri dari 36 aitem, kuesioner LMX-S yang terdiri dari 12 aitem, dan kuesioner CWB-C yang terdiri dari 32 aitem. Analisis data yang digunakan pada penelitian ini adalah teknik regresi linier berganda dengan bantuan *IBM SPSS 20.0*. Berdasarkan hasil penelitian, *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) memiliki pengaruh negatif terhadap perilaku kerja kontra produktif, sehingga semakin tinggi *Perceived Organizational Support* (POS) dan *Leader Member Exchange* (LMX) maka akan semakin rendah perilaku kerja kontra produktif.

ABSTRACT

Influence Perceived Organizational Support (POS) and Leader Member Exchange (LMX) Against Work Behavior Counter Productive Employees PNS Section Implementer At Airlangga University

This study aims to determine the influence between Perceived Organizational Support (POS) and Leader Member Exchange (LMX) to Counter Work Behavior on employees of civil servants. This study uses a quantitative approach. The number of respondents in this study is 271 employees with civil servant status and have the position of executor. The data collection tool used is questionnaire in the form of SPOS questionnaire consisting of 36 items, LMX-S questionnaire consisting of 12 items, and CWB-C questionnaire consisting of 32 items. Data analysis used in this research is doubled linear regression technique with the help of IBM SPSS 20.0. Based on the results of the study, Perceived Organizational Support (POS) and Leader Member Exchange (LMX) have a negative influence on counterproductive work behavior, so the higher Perceived Organizational Support (POS) and Leader Member Exchange (LMX) will be low counter work counterproductive behavior .