

**ABSTRAK**

**Arta Dayinta Nitasari, 111611133170, Pengaruh Agreeableness dan Conscientiousness terhadap Organizational Citizenship Behavior (OCB) pada Pegawai Pelayanan Publik**  
**xx+86 halaman, 46 lampiran**

*Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh yang signifikan antara dimensi agreeableness dan conscientiousness Kepribadian Big Five terhadap organizational citizenship behavior (OCB) pada pegawai pelayanan publik. Dimensi agreeableness menjelaskan orientasi individu yang mengarah pada perilaku interpersonal, antara lain compassion, respectfulness, dan interpersonal trust. Sementara, dimensi conscientiousness merupakan dimensi yang mengukur derajat organisasi seseorang, ketekunan, serta motivasi untuk mencapai tujuan (Soto & John, 2016). Organ (1988, dalam Barling & Cooper, 2008) mendefinisikan OCB sebagai perilaku individu yang diskresioner, tidak secara langsung atau eksplisit diakui oleh formal reward, dan jika dilakukan secara agregat akan menaikkan efisiensi dan efektivitas fungsi organisasi.*

*Penelitian ini menggunakan pendekatan kuantitatif dengan tipe penelitian explanatory research yang dilakukan pada pegawai pelayanan publik sebanyak 120 orang dengan menggunakan alat ukur BFI-2 sebanyak 24 aitem dan alat ukur OCB oleh Kumar dan Shah (2015) sebanyak 12 aitem. Kedua alat ukur ini telah valid dan reliabel, yaitu 0,826 untuk dimensi conscientiousness, 0,704 untuk dimensi agreeableness, dan 0,839 untuk OCB. Analisis data dalam penelitian menggunakan program IBM SPSS 22.0 for Windows. Hasil penelitian ini menunjukkan tidak adanya pengaruh yang signifikan secara simultan dari dimensi agreeableness dan conscientiousness terhadap OCB pada pegawai pelayanan publik.*

**Kata kunci :** *agreeableness, conscientiousness, organizational citizenship behavior, pegawai pelayanan publik*  
 Daftar Pustaka, 65 (1993 – 2019)

## ABSTRACT

**Arta Dayinta Nitasari, 111611133170, The Effect of Agreeableness dan Conscientiousness Traits to Organizational Citizenship Behavior (OCB) on Public Service Employee  
xx+86 pages, 46 appendix**

*The purpose of this study is to determine whether there is a significant effect of agreeableness and conscientiousness traits to organizational citizenship behavior (OCB) Big Five Personality on public service employees. The agreeableness trait explains individual orientation that leads to interpersonal behavior, including compassion, respectfulness, and interpersonal trust. Meanwhile, the conscientiousness trait measures a person's degree of organization, perseverance, and motivation to achieve goals (Soto & John, 2016). Organ (1988, in Barling & Cooper, 2008) defines OCB as discretionary individual behavior, not directly or explicitly recognized by formal rewards, and if done in the aggregate will increase the efficiency and effectiveness of organizational functions.*

*This research uses a quantitative approach with the type of explanatory research that explains the research variables and hypothesis testing, and perfects existing theories (Neuman, 2014). This research was conducted on 120 public service employees using 24 items of BFI-2 scale and 12 items of OCB scale by Kumar and Shah (2015). Both of these measuring instruments are valid and reliable. The reliability of each measuring instrument is 0.826 for the conscientiousness dimension, 0.704 for the agreeableness dimension, and 0.839 for the OCB. Analysis of data in research using the IBM SPSS 22.0 for Windows program. The results of this study indicate that there is no significant effect simultaneously of agreeableness and conscientiousness traits towards OCB on public service employees.*

**Keywords :** *agreeableness, conscientiousness, organizational citizenship behavior, public service employee*  
References, 65 (1993 – 2019)