

ABSTRAK

Organizational citizenship behavior merupakan sebuah perilaku extra-role yang dapat memberikan manfaat kepada rekan kerja atau perusahaan serta dinilai mampu meningkatkan efektivitas dan efisiensi perusahaan. Penelitian ini bertujuan untuk menganalisis dampak perilaku *organizational citizenship behavior* yang dibagi menjadi dua dimensi yaitu *organizational citizenship behavior-organizational* dan *organizational citizenship behavior-interpersonal* terhadap biaya dan manfaat yang akan didapatkan atas keterlibatan dengan perilaku tersebut. Manfaat yang ditimbulkan adanya perilaku *organizational citizenship behavior* yaitu berupa kondisi *positive affect*, sedangkan biaya yang akan dikeluarkan ketika melakukannya berupa menurunnya *work goals progress* pada karyawan. Terdapat pula pengaruh tidak langsung terhadap kondisi *well being* yang terdiri dari *emotional exhaustion*, *job satisfaction* dan *affective commitment* yang dimediasi oleh *positive affect* dan *work goals progress*.

Responden dalam penelitian ini terdiri dari 229 karyawan PT Molindo Raya Industrial. Pengolahan data dilakukan menggunakan SmartPLS 3.0

Terdapat hasil yang menarik dari penelitian ini yaitu *organizational citizenship behavior* berpengaruh positif dan signifikan terhadap *work goal progress*. Hal ini bertolak belakang dengan keadaan teoritis dimana *organizational citizenship behavior* seharusnya memerlukan *resources* yang lebih banyak sehingga seharusnya dapat berdampak menurunkan pada *work goals progress* pada karyawan, namun dalam penelitian ini justru ditemukan bahwa *organizational citizenship behavior* dapat meningkatkan *work goals progress* yang dimiliki oleh karyawan.

Kata kunci : *Organizational citizenship behavior, positive affect, work goals progress, emotional exhaustion, job satisfaction, affective commitment.*

ABSTRACT

Organizational citizenship behavior is an extra-role behavior that can bring benefits for both the company where they work and their co-worker. This study aims to analyze the effect of organizational citizenship behavior for its two dimensions: organizational citizenship behavior-organizational and organizational citizenship behavior-interpersonal on its costs and benefits. The benefits from engaging with organizational citizenship behavior is positive affect, while the costs incurred when doing so is the reduction of work goals progress on employees. There is also an indirect effect on well being which consists of emotional exhaustion, job satisfaction and affective commitment mediated by positive affect and work goals progress.

Respondents in this study consisted of 229 employees from PT Molindo Raya Industrial who were asked to fill out a research questionnaire. Data processing in this study was conducted using SmartPLS 3.0.

There are interesting results from this study, where organizational citizenship behavior shows a positive and significant effect on work goal progress. This is contrary to the theoretical situation in which organizational citizenship behavior that requires more resources should reduce the impact on employees' work goals progress, but instead in this study its increases employees' work goals progress.

Keywords : *Organizational citizenship behavior, positive affect, work goals progress, emotional exhaustion, job satisfaction, affective commitment.*