

Anteseden dari Organizational Citizenship Behavior: peran dari Felt Obligation dan Altruistic Concern

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ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi peran dari *felt obligation* dan *altruistic concern* yang merupakan motif dari *organizational citizenship behavior* pada PT Dok dan Perkapalan Surabaya (DPS) di Kota Surabaya. Populasi dari penelitian ini terdiri dari 193 karyawan PT DPS di Kota Surabaya. Sampel pada penelitian ini menggunakan konstruksi diad yang terdiri dari 114 karyawan dan 20 manajer PT DPS di Kota Surabaya. Teknik analisis yang digunakan dalam penelitian ini adalah uji pengaruh langsung dan mediasi dengan alat analisis smartPLS 3.0. Hasil penelitian ini menunjukkan bahwa *felt obligation toward the organization* berpengaruh positif terhadap *OCB-O*, *altruistic concern for the organization* berpengaruh positif terhadap *OCB-O*, *felt obligation toward the supervisor* berpengaruh positif terhadap *OCB-S*, *altruistic concern for the organization* berpengaruh positif terhadap *OCB-S*, *felt obligation toward the organization* memediasi hubungan antara *POS* dan *OCB-O*, *felt obligation toward the supervisor* memediasi hubungan antara *LMX* dan *OCB-S*, *felt obligation toward the organization* tidak memediasi hubungan antara *P-O fit* dan *OCB-O*, *felt obligation toward the supervisor* tidak memediasi hubungan antara *supervisor-subordinate similarity* dan *OCB-S*, *altruistic concern for the organization* memediasi hubungan antara *P-O fit* dan *OCB-O*, *altruistic concern for the supervisor* tidak memediasi hubungan antara *supervisor-subordinate similarity* dan *OCB-S*, *altruistic concern for the organization* memediasi hubungan antara *POS* dan *OCB-O*, *altruistic concern for the supervisor* memediasi hubungan antara *LMX* dan *OCB-S*.

Kata kunci: *Felt obligation, altruistic concern, OCB-O, OCB-S, POS, P-O fit, LMX, supervisor-subordinate similarity*

The Antecedents of Organizational Citizenship Behavior: role of Felt Obligation and Altruistic Concern

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ABSTRACT

This study aims to identify the role of felt obligation and altruistic concern which are organizational citizenship behavior motives at PT Dok dan Perkapalan Surabaya (DPS) in Surabaya. Population of this study consisted of 193 employees of PT DPS in Surabaya. Sample of this study dyad construct consisted of 114 employees and 20 managers of PT DPS in Surabaya. The data analysis technique used is direct influence and mediation with smartPLS 3.0. The result showed that felt obligation toward the organization is positively related to OCB-O, altruistic concern for the organization is positively related to OCB-O, felt obligation toward the supervisor is positively related to OCB-S, altruistic concern for the organization is positively related to OCB-S, felt obligation toward the organization mediates the relationship between POS and OCB-O, felt obligation toward the supervisor mediates the relationship between LMX and OCB-S, felt obligation toward the organization does not mediate the relationship between P-O fit and OCB-O, felt obligation toward the supervisor does not mediate the relationship between supervisor-subordinate similarity and OCB-S, altruistic concern for the organization mediates the relationship between P-O fit and OCB-O, altruistic concern for the supervisor does not mediate the relationship between supervisor-subordinate similarity and OCB-S, altruistic concern for the organization mediates the relationship between POS and OCB-O, altruistic concern for the supervisor mediates the relationship between LMX and OCB-S.

Keyword: Felt obligation, altruistic concern, OCB-O, OCB-S, POS, P-O fit, LMX, supervisor-subordinate similarity