

Pengaruh positive psychological capital karyawan terhadap kepuasan kerja dan organizational citizenship behavior: studi kasus hotel bintang 4 dan 5 di Jakarta dan Bogor = The impact of employee positive psychological capital on job satisfaction and organizational citizenship behavior: case study 4 and 5 star hotel in Jakarta and Bogor

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Abstrak

Tujuan dari penelitian ini adalah menganalisis pengaruh positive psychological capital karyawan terhadap kepuasan kerja dan organizational citizenship behaviour studi kasus: hotel bintang 4 dan 5 di Jakarta Dan Bogor. Hasil penelitian menunjukkan adanya pengaruh yang positif dan signifikan antara positive psychological capital karyawan terhadap kepuasan kerja dan organizational citizenship behaviour. Begitu juga menunjukkan bahwa adanya pengaruh yang positif dan signifikan antara kepuasan kerja terhadap organizational citizenship behaviour. Hasil penelitian ini memiliki perbedaan dengan hasil penelitian sebelumnya dikarenakan profil responden yang kurang mewakili penelitian dari sisi demografis.

.....The purpose of this research is analyze the influence of employee? positive psychological capital to job satisfaction and organizational citizenship behavior case study: 4 and 5 star hotel in Jakarta and Bogor. The research of the study show that there is positive and significant impact from employee positive psychological capital to job satisfaction and organizational citizenship behaviour. And also, show that there is positive and significant impact from job satisfaction to organizational citizenship behaviour. The result of this research having the difference with the previous studies because profile respondents less represent research from the demographic.