

Hubungan antara psychological capital dan organizational citizenship behavior pada karyawan bank syariah x = The relationship between psychological capital and organizational citizenship behavior among employees in bank syariah x

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Abstrak

Penelitian ini dilakukan untuk melihat hubungan antara psychological capital (PsyCap) dan organizational citizenship behavior (OCB) pada karyawan yang bekerja pada Bank Syariah X. Psychological capital merupakan kondisi psikologis (state) seseorang yang positif yang dikarakteristikan dengan memiliki self-efficacy, optimism, hope, dan resiliency (Luthans et al., 2007). OCB adalah tingkah laku yang walaupun tidak berhubungan dengan tugas atau pekerjaan, tapi berfungsi untuk memfasilitasi fungsi organisasi (Lee & Allen, 2002). Penelitian ini didasari oleh persaingan bisnis perbankan, khususnya perbankan Syariah, dalam menghadapi Masyarakat Ekonomi ASEAN (MEA) yang saat ini terus berkembang. Oleh karena itu, sangat dibutuhkan karyawan yang tidak hanya melakukan kewajibannya saja, namun melakukan perilaku positif lain yang dapat mendorong kesuksesan organisasi. Psychological capital (PsyCap) merupakan salah satu faktor internal yang penting dalam munculnya organizational citizenship behavior (OCB). Psychological capital (PsyCap) diukur menggunakan Psychological Capital Questionnaire (PCQ) (2007) dan organizational citizenship behavior (OCB) diukur menggunakan Organizational Citizenship Behavior Scale (2002). Partisipan penelitian berjumlah 135 karyawan yang bekerja pada kantor pusat Bank Syariah X. Melalui teknik statistik Pearson Correlation, diketahui terdapat hubungan yang positif dan signifikan antara psychological capital (PsyCap) dan organizational citizenship behavior (OCB) ($r = .53, p < .01, \text{two tailed}$). Hal ini menunjukkan bahwa semakin tinggi PsyCap yang dimiliki karyawan, maka semakin tinggi pula OCB yang dimilikinya.

.....The present research was conducted to study the relationships between Psychological Capital (PsyCap) and Organizational Citizenship Behavior (OCB) towards employees of Bank Syariah X. Psychological capital is an individual's positive psychological state of development and is characterized by having self-efficacy, optimism, hope, and resiliency. OCB is employee behaviour that although not critical to the task or job, serve to facilitate organizational functioning. The topic was selected due to the current banking business competition's climate, especially in syariah banking, in facing the developing ASEAN Economic Community (AEC). Therefore, not only employees are expected to fulfil their obligations, they are required to demonstrate other positive behaviors that could promote the company to success. Psychological Capital (PsyCap) is one of the vital internal factors in regards to the Organizational Citizenship Behavior (OCB) emerging. Psychological Capital (PsyCap) is measured with Psychological Capital Questionnaire (PCQ) (2007), while organizational citizenship behavior (OCB) is measured by using organizational citizenship behavior scale (2002). Through Pearson Correlation statistic technique, it was found that from 135 survey participants, which are employees of Bank Syariah X's main office, there is a positive and significant relationship between Psychological Capital (PsyCap) and Organizational Citizenship Behavior (OCB) ($r=.53, p<.01, \text{two tailed}$). The results indicate a correlation between PsyCap and OCB, thus, the higher the employees' PsyCap, the higher their OCB.