

Analisis pengaruh supervisory support terhadap organizational citizenship behavior yang dimediasi oleh participation in decision making dan kepuasan kerja: studi kasus pada PT. XYZ = Analysis of the effect of supervisory support towards organizational citizenship behavior mediated by participation in decision making and job satisfaction: case study at PT. XYZ

Wyanet Yogasmara Putri, author

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh supervisory support terhadap organizational citizenship behavior dan peran participation in decision making dan kepuasan kerja sebagai mediator dalam hubungan tersebut. Responden dalam penelitian ini adalah 255 karyawan PT XYZ. Dengan menggunakan metode Structural Equation Model (SEM), hasil penelitian ini menunjukkan bahwa supervisory support berpengaruh positif dan signifikan terhadap organizational citizenship behavior. Participation in decision making sebagai mediator ditemukan berhubungan negatif dengan supervisory support dan organizational citizenship behavior. Ditemukan pula bahwa kepuasan kerja tidak memediasi hubungan antara supervisory support dan organizational citizenship behavior.

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This study aims to determine the effect of supervisory support towards organizational citizenship behavior and the role of participation in decision making and job satisfaction as mediators in this relationship. Respondents in this study were 255 employees of PT XYZ. By using Structural Equation Model (SEM), the results of this study indicate that supervisory support has positive and significant effect towards organizational citizenship behavior. Participation in decision making as a mediator was found negatively related to supervisory support and organizational citizenship behavior. The result also discovers that job satisfaction does not mediate the relationship between supervisory support and organizational citizenship behavior.