

Pengaruh perceived organizational support terhadap organizational citizenship behavior: peran mediasi organizational commitment dan knowledge sharing studi pada PT. Unipack Indosystems = The effect of perceived organizational support on organizational citizenship behavior the role mediating effect of organizational commitment and knowledge sharing study at PT Unipack Indosystems

Sedih Yuvi Ade, author

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Abstrak

Penelitian menguji peran konstruk tentang organizational citizenship behavior (OCB) di industri kemasan. Melalui metode penelitian kuantitatif, kuesioner dipakai dan dibagikan kepada 369 responden di PT. Unipack Indosystems. Hasil yang diperoleh menunjukkan bahwa organizational commitment dan knowledge sharing memberi efek mediasi terhadap POS dan OCB. Lebih daripada itu, tujuan penelitian ini menguji perceived organizational support untuk menumbuhkan organizational commitment dan memotivasi knowledge sharing dalam organisasi. Penelitian ini menunjukkan bahwa keikutsertaan karyawan dalam knowledge sharing hanya akan terjadi ketika dirasa akan meningkatkan reputasi.

.....This research examined the role of organizational citizenship behavior (OCB) construct in a packaging industry. Using a quantitative research, a questionnaire was developed and distributed to 369 employees at PT. Unipack Indosystems. Results suggested that role of organizational commitment and knowledge sharing play as mediating effects in the relationships between perceived organizational support (POS) and OCB. Further, this paper also examined the role of POS in fostering organizational commitment and facilitating knowledge sharing in the organization. Findings showed that the employee contribute to their knowledge sharing only when they perceive that it would enhance their reputation.