

Intervensi `self improvement program` terhadap optimalisasi general self-efficacy dan resilience untuk meningkatkan organizational citizenship behavior pada volunteer agent of change di PT X =
Intervention `self improvement program` on optimization of general self-efficacy and resilience to enhance organizational citizenship behavior in volunteer agent of change PT X

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Abstrak

Penelitian ini bertujuan untuk mengetahui hubungan antara *general self-efficacy* dan *resilience* dengan *organizational citizenship behavior* (OCB) serta efektivitas dari intervensi *'Self Improvement Program'* dalam upaya meningkatkan *general self-efficacy* dan *resilience*. Responden penelitian berjumlah 38 orang AoC *volunteer* di PT X.

Hasil uji korelasi menunjukkan bahwa terdapat hubungan positif dan signifikan antara *general self-efficacy* dengan OCB ($r_s = .557$, $p < .01$). *Resilience* pun terbukti memiliki hubungan yang positif dan signifikan dengan OCB ($r_s = .553$, $p < .01$). Selanjutnya, peneliti merancang intervensi yang tepat untuk menangani masalah organisasi dengan memberikan *'Self Improvement Program'* kepada 5 orang sampel AoC. Berdasarkan hasil uji perbedaan antara sebelum dan setelah intervensi diberikan, terdapat perubahan skor yang signifikan pada *general self efficacy* ($Z = -2,023$, $p < .05$), *resilience* ($Z = -2,023$, $p < .05$), dan OCB ($Z = -2,023$, $p < .05$).

.....Aims of this study are to determine the relationship between general self-efficacy and resilience with organizational citizenship behavior (OCB) and the effectiveness of the "Self-Improvement Program" intervention to optimize general self-efficacy and resilience. The respondents of this research consist 38 volunteer agent of change at PT X.

Results showed that there was a positive and significant relationship between general self-efficacy and OCB ($r_s = .557$, $p < .01$). Resilience also shown have a positive and significant relationship with OCB $r_s = .553$, $p < .01$). The intervention was design to solve organizational problems by giving the 'Self Improvement Program' to 5 samples of AoC. The difference test results demonstrated a significant score change in general self-efficacy ($Z = -2,023$, $p < .05$), resilience ($Z = -2,023$, $p < .05$), and OCB ($Z = -2,023$, $p < .05$).