

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 ( $rs = .557$ ,  $p < .01$ ). Resilience also shown have a positive and significant relationship with OCB  $rs = .553$ ,  $p < .01$ ). 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 ( $Z = -2,023$ ,  $p < .05$ ).