

Analisis pengaruh public service motivation yang dimediasi person-environment fit terhadap extra-role dan organizational commitment pegawai pelayanan publik di Jabodetabek = Analysis of the effect of public service motivation on extra-role behavior and organizational commitment mediated by person-environment fit on public service employees in Jabodetabek

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Abstrak

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Studi ini menguji pengaruh motivasi pelayanan publik, yang dimediasi oleh personalisasi dan kecocokan orang-pekerjaan, tentang perilaku peran ekstra organisasi dan organisasi komitmen. Penelitian ini dilakukan terhadap karyawan organisasi layanan publik di Jabodetabek dengan kuesioner yang diperoleh dari 200 responden dari berbagai kalangan industri jasa. Hipotesis yang dirumuskan sebelumnya kemudian diuji menggunakan metode model persamaan struktural (SEM). Hasil penelitian ini adalah publik motivasi pelayanan memiliki efek langsung pada komitmen organisasi tetapi tidak secara langsung mempengaruhi perilaku peran ekstra. Kecocokan orang organisasi terbukti bermeditasi sepenuhnya dalam hubungan antara motivasi pelayanan publik dengan perilaku peran ekstra, tetapi sebagian menengahi dengan komitmen organisasi. Person-job fit ditemukan memediasi sebagian hubungan antara motivasi pelayanan publik dengan perilaku peran ekstra dan komitmen berorganisasi.

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**ABSTRACT**

This study examines the influence of public service motivation, which is mediated by personalization and person-job compatibility, about the behavior of extra organizational roles and organizational commitment. This research was conducted on employees of public service organizations in Greater Jakarta with questionnaires obtained from 200 respondents from various service industry circles. Previously formulated hypotheses are then tested using the structural equation modeling (SEM) method. The results of this study are public service motivation has a direct effect on organizational commitment but not directly influence extra role behavior. The compatibility of the organization's people is proven to meditate fully in the relationship between public service motivation and extra role behavior, but partly mediates with organizational commitment. Person-job fit was found to partially mediate the relationship between public service motivation and extra role behavior and organizational commitment.