

# Pengaruh Role Overload terhadap Organizational Citizenship Behavior Pegawai Badan Standardisasi Nasional dengan Dimediasi oleh Emotional Exhaustion dan Dimoderasi oleh Dukungan Otonomi dari Atasan = The Effect of Role Overload on Organizational Citizenship Behavior of National Standardization Agency Employees Mediated by Employee Exhaustion and Moderated by Supervisor Autonomy Support.

Dewi Noviyanti Sari, author

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Abstrak

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Belum terpenuhinya kebutuhan SDM mendorong Badan Standardisasi Nasional (BSN) untuk menemukan solusi atas permasalahan terkait role overload dan efeknya terhadap organizational citizenship behavior (OCB). Tujuan penelitian ini adalah untuk memeriksa pengaruh role overload terhadap OCB pegawai BSN yang dimediasi oleh emotional exhaustion serta dimoderasi oleh dukungan otonomi dari atasan. Model penelitian disusun berdasarkan teori Conservation of Resource dan teori Self-Determination. Seluruh responden penelitian ini merupakan pegawai tetap BSN. Pengumpulan data dilakukan dengan menggunakan survei online dan analisis data dilakukan dengan menggunakan SEM-PLS. Berdasarkan hasil pengolahan 212 data pegawai BSN diperoleh hasil yang mendukung model hipotesis dan menjelaskan hubungan antarvariabel penelitian. Role overload diketahui memiliki pengaruh negatif dan tidak langsung terhadap OCB melalui emotional exhaustion, dan dukungan otonomi dari atasan sebagai penyangga efek negatif dari role overload terhadap emotional exhaustion, serta secara tidak langsung terhadap OCB. Hasil ini membantu kita untuk memahami variabel intervening yang menjelaskan hubungan negatif antara OCB dan challenge stressors. Selain itu, hasil penelitian ini memberikan informasi mengenai praktik manajerial pada instansi pemerintahan untuk mengurangi efek negatif dari role overload.

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**ABSTRACT**

The lack of human resources encourages the National Standardization Agency (BSN) to find solutions to role overload problems and their effect on the organizational citizenship behavior (OCB). The objective of this research is to examine the influence of role overload on OCB of BSN employees, mediated by emotional exhaustion and moderated by supervisor autonomy support. The proposed model was built based on the Conservation of Resource theory and the theory of Self-Determination. All of the participants in this study were permanent employees of BSN. Data were collected using an online survey, and all analyses were carried out using SEM-PLS. Based on the study of 212 employees from BSN, the results provide support for a hypothetical model that determines the correlation among all variables. The role overload was found to have an indirect and negative effect on OCB through emotional exhaustion, and supervisor autonomy support was found to buffer the negative relationship between role overload and emotional exhaustion, and indirectly to OCB. These findings help us to understand the intervening variable that explain the negative relationship between OCB and challenge stressors. Furthermore, this findings provide information about managerial practices at government agencies to reduce the negative effects of role

overload.