

Pengaruh Perceived Support terhadap Organizational Citizenship Behaviour: Peran Mediasi Job Satisfaction dan Organizational Justice Studi Empiris pada Pegawai Lembaga Ketahanan Nasional Republik Indonesia = The Effect of Perceived Support on Organizational Citizenship Behaviour: The Mediating Role of Organizational Justice and Job Satisfaction (Empirical Study on The National Resilience Institute of the Republic of Indonesia)

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Abstrak

Pemerintah Indonesia telah menerapkan program Good Governance sejak periode Orde Baru. Dalam menjalankan program tersebut, pemerintah membuat pilihan strategis dengan meningkatkan kinerja di organisasi sektor publik atau layanan publik. Selama ini, Aparatur Sipil Negara hanya melakukan tugas pokok dan fungsi atau tupoksi secara standar tidak melebihi itu. Sejalan dengan hal tersebut, perlu diterapkan organizational citizenship behaviour (OCB) dalam layanan sektor publik agar program tata kelola yang baik dapat berjalan secara optimal. Berdasarkan penelitian sebelumnya, ada beberapa variabel pendukung dalam mewujudkan OCB yaitu job satisfaction, organizational justice, perceived organizational support (POS), dan perceived supervisor support (PSS). Oleh karena itu, tujuan dari penelitian ini adalah untuk membahas efek organizational justice dan job satisfaction sebagai mediator pada hubungan antara POS, PSS dan OCB pada salah satu lembaga sektor publik di Indonesia. Penelitian dilakukan di Lemhannas RI, dimana di Instansi ini lengkap memiliki anggota dari ketiga unsur ASN yaitu TNI, POLRI dan PNS. Metode yang digunakan adalah metode kuantitatif dengan menyebarkan kuesioner baik secara online maupun hard copy. Sampel penelitian ini sejumlah 211 pegawai di Lemhannas RI, model penelitian dianalisis menggunakan SEM-PLS. Hasil dari penelitian ini diketahui bahwa job satisfaction dan organizational justice mampu memediasi sepenuhnya hubungan positif antara POS dan PSS dengan OCB.

.....The Government of Indonesia has been implementing good governance programs since the post New Order period. In running the programs, the government makes strategic choices by improving the performances in public sector organizations or public services. In fact, the State Civil Apparatus merely perform the basic tasks in a standard manner, not above it. In line with that case, it needs to implement theOrganizationalNCitizenship Behaviour (OCB) in public sector services to make good governance programs run optimally. Based on the previous research, there are several supporting variables in realizing the OCB, namely the Job Satisfaction, the Organizational Justice, the Perceived OrganizationalMSupport (POS), and the Perceived Supervisor Support (PSS). Therefore, this study aims to discuss the effects ofthe organizational justice and the job satisfaction as mediators onsthesrelationships between the POS, the PSS and the OCB on a Public Institution in Indonesia. The research was conducted at Lemhannas RI, in which therein, the personnel consist of the three elements of State Civil Apparatus, namely the Indonesian Armed Forces, the Indonesian Police, and the Civil Servants. The method used was quantitative method by distributing questionnaires, both online and the printout ones. The samples were as many as 211 employees of Lemhannas RI while the research model was analysed using SEM-PLS. TheMresults of the study show that satisfaction.and the OrganizationalFJusticeare able toSfullyS mediatedthe positive

relationship between the POS and the PSS and the OCB