

**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* TERHADAP
ORGANIZATIONAL CITIZENSHIP BEHAVIOR DENGAN *JOB SATISFACTION*
SEBAGAI MEDIATOR PADA KARYAWAN PERUSAHAAN X**

May Dinicha¹⁾, Ivy Azzura²⁾, Laudi Vita³⁾, Leni Dwi Jenifer⁴⁾

m.rani582@gmail.com, ivyazzura2004@gmail.com, laudivitatarigan@gmail.com,
lenidwijeniferwaruwu@gmail.com

Fakultas Psikologi
Universitas Prima Indonesia

INTISARI

Penelitian ini bertujuan untuk memahami dampak dari *Perceived Organizational Support* (POS) terhadap *Organizational Citizenship Behavior* (OCB), dengan *Job Satisfaction* sebagai faktor yang memediasi, pada para karyawan Perusahaan X. Sampel dalam penelitian ini adalah 120 karyawan yang dipilih dengan menggunakan metode total sampling. Hipotesis yang diajukan dalam penelitian ini adalah: (1) ada dampak positif dari *Perceived Organizational Support* terhadap *Job Satisfaction*, (2) ada dampak positif dari *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior*, (3) ada dampak positif dari *Job Satisfaction* terhadap *Organizational Citizenship Behavior*, dan (4) *Job Satisfaction* berfungsi sebagai mediator dalam hubungan antara *Perceived Organizational Support* dan *Organizational Citizenship Behavior*. Pengecekan asumsi dalam penelitian ini dilakukan dengan menggunakan uji normalitas, uji multikolinearitas, dan uji heteroskedastisitas. Analisis data dilakukan menggunakan analisis jalur (*path analysis*) berbasis regresi linier dengan bantuan IBM SPSS Statistics 29, serta Uji Sobel untuk menguji efek mediasi. Hasil analisis menunjukkan bahwa *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Job Satisfaction* ($\beta = 0,877$; $p < 0,001$). Selanjutnya, *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* ($\beta = 0,390$; $p < 0,001$), sedangkan *Job Satisfaction* juga berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* ($\beta = 0,549$; $p < 0,001$). Hasil Uji Sobel menunjukkan bahwa *Job Satisfaction* terbukti memediasi secara parsial hubungan antara *Perceived Organizational Support* dan *Organizational Citizenship Behavior*, dengan nilai pengaruh tidak langsung sebesar 0,327. Hasil penelitian juga menunjukkan bahwa model mampu menjelaskan sebesar 82,9% varian dari variabel *Organizational Citizenship Behavior*, dapat dijelaskan oleh variabel *Perceived Organizational Support* dan *Job Satisfaction* sedangkan sisanya sebesar 17,1 % dipengaruhi oleh faktor lain di luar model penelitian ini.

Kata Kunci: *Perceived Organizational Support, Job Satisfaction, Organizational Citizenship Behavior, Analisis Jalur, Uji Sobel.*

**THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH JOB SATISFACTION AS A
MEDIATING VARIABLE AMONG EMPLOYEES OF COMPANY X**

May Dinicha¹⁾, Ivy Azzura²⁾, Laudi Vita³⁾, Leni Dwi Jenifer⁴⁾

rn.rani582@gmail.com, ivyazzura2004@gmail.com, laudivitarigan@gmail.com,
lenidwijeniferwaruwu@gmail.com

Faculty of Psychology
Universitas Prima Indonesia

ABSTRACT

This study aims to understand the impact of Perceived Organizational Support (POS) on Organizational Citizenship Behavior (OCB), with Job Satisfaction acting as the mediating factor, among employees of Company X. The sample in this study consists of 120 employees who were selected using the total sampling method. The hypothesis proposed in this research is: (1) there is a positive impact of Perceived Organizational Support on Job Satisfaction, (2) there is a positive impact of Perceived Organizational Support on Organizational Citizenship Behavior, (3) there is a positive impact of Job Satisfaction on Organizational Citizenship Behavior, and (4) Job Satisfaction serves as a mediator in the relationship between Perceived Organizational Support and Organizational Citizenship Behavior. The assumption checks in this research were carried out using tests for normality, multicollinearity, and heteroskedasticity. Data were analyzed using path analysis based on multiple linear regression with the assistance of IBM SPSS Statistics 29, while the Sobel test was used to examine the mediating effect. The results showed that Perceived Organizational Support had a positive and significant effect on Job Satisfaction ($\beta = 0.877$; $p < 0.001$). Furthermore, Perceived Organizational Support had a positive and significant effect on Organizational Citizenship Behavior ($\beta = 0.390$; $p < 0.001$), while Job Satisfaction also had a positive and significant effect on Organizational Citizenship Behavior ($\beta = 0.549$; $p < 0.001$). The results of the Sobel test indicated that Job Satisfaction significantly partially mediated the relationship between Perceived Organizational Support and Organizational Citizenship Behavior, with an indirect effect of 0.327. The findings also revealed that 82.9% of the variance in Organizational Citizenship Behavior could be explained by Perceived Organizational Support and Job Satisfaction, while the remaining 17.1% was explained by other factors outside the scope of this research.

Keywords: *Perceived Organizational Support, Job Satisfaction, Organizational Citizenship Behavior, Path Analysis, Sobel Test.*